



# MASSACHUSETTS HOUSING AND SHELTER ALLIANCE

INITIATING SOLUTIONS TO END HOMELESSNESS

## 2012 YOUNG ADULT RESOURCE GUIDE



Photo on left courtesy of Janet Wolbarst and MHSA member agency Bridge Over Troubled Waters.

THE MASSACHUSETTS HOUSING AND SHELTER ALLIANCE (MHSA) IS A PUBLIC POLICY ADVOCACY ORGANIZATION DEDICATED TO ENDING HOMELESSNESS IN THE COMMONWEALTH THROUGH PERMANENT RESIDENTIAL SOLUTIONS.

We at the Massachusetts Housing and Shelter Alliance hope that this Guide will be used by school psychologists, guidance counselors, and librarians; health professionals, who address the mental and physical well-being of young people; legislators and public officials dedicated to connecting youth to needed services; parents, teachers, and religious leaders, who guide youth each day; and, of course, young people, who are seeking the kinds of resources offered herein.

## INTRODUCTION

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Dear Resource Guide Users:

Everywhere I go, I am reminded that we have more work to do to end homelessness. Among the most alarming trends is the increase in unaccompanied homeless young adults seeking services and shelter at MHSA member agencies across the Commonwealth. This young adult population, generally defined as individuals between the ages of 18 and 24, falls into a gap between services available to children and to older adults. For young adults who are fleeing unstable or dangerous family situations, exiting state systems of care, or otherwise lacking resources and support systems, finding a job and a place to live is a formidable task. As MHSA works to end homelessness in Massachusetts, addressing the unique challenges that homeless young adults face is a critical part of our task.

This newly expanded *2012 Young Adult Resource Guide* is a compendium of information that can be used to connect young adults, and, in many cases, youth under 18 years old, to the services they need. The guide includes sections with information about housing, shelter, job training, domestic violence services, and a number of other resources.

The organizations and services included in this guide are constantly evolving, so we invite your corrections, suggestions, and updates. If you would like to share feedback about the Resource Guide or become more involved in MHSA's work, please contact Caitlin Golden at [cgolden@mhsa.net](mailto:cgolden@mhsa.net) or 617-367-7447 ext. 28.

To access this guide online, visit [www.mhsa.net](http://www.mhsa.net) and click "Resources."

I look forward to working with each of you as we strive to ensure that every young adult has a place to call home.

Sincerely,



Joe Finn

President and Executive Director

## General Aid

### 2-1-1 Information and Referral Line

2-1-1 is a free and confidential Hotline available 24 hours a day, 7 days a week. 2-1-1 is an easy-to-remember telephone number that connects people with important community services. 2-1-1 operators have information on basic human needs resources, physical and mental health services, employment services, support services for elderly persons and persons with disabilities, and child and youth services.

## How to Use This Guide

For ease of use, each entry is formatted in the following way:

<b>Name of Organization</b> →	<b>Asian Shelter &amp; Advocacy Project (ASAP)</b>
<b>Phone number</b> →	(617) 338-2355 (24-hour multilingual crisis Hotline)
<b>Alternate phone number</b> →	(617) 338-2350 (Office line)
<b>Address Line 1</b> →	P.O. Box 120108
<b>Address Line 2</b> →	Boston, MA 02112
<b>Website</b> →	<a href="http://www.atask.org">www.atask.org</a>
<b>Description of services</b> →	ASAP provides safety to battered women and their children in an environment where they feel supported as they begin healing from the experience of domestic violence. Direct service staff are bilingual/bicultural women who help clients bridge language and cultural gaps as they seek safety and rebuild their lives. ASAP offers 90-day emergency shelter as well as 14-day stays in a temporary safe home. Advocacy and counseling are available in the following languages: Chinese, Hindi, Japanese, Korean, Khmer (Cambodian), Punjabi, Vietnamese, Pakistani, and Bangladeshi.

Each section's listings are grouped by geographic area in the following alphabetical order:

- **Central Massachusetts**, from Framingham west to Worcester
- **Greater Boston**, including the larger metropolitan area
- **Northeastern Massachusetts**, the northeast corner of the state that contains the cities of Lowell, Lawrence, and Haverhill
- **Southeastern Massachusetts**, beginning with Quincy and extending to Cape Cod and the Islands
- **Western Massachusetts**, which includes Springfield and all towns west of Springfield

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Please note: The vast majority of services listed in this *Resource Guide* are offered at no cost. Occasionally, there is a nominal fee associated with training programs and educational resources. If English is not a young adult's first language, the organizations listed here often have staff members who speak Spanish and other languages. In this *Guide*, the population known as *young adults* is generally defined as youth between the ages of 18 and 24. However, many of the services offered in these pages are also available to adolescents between the ages of 12 and 17.

# Domestic Violence and Sexual Assault Resources

## Domestic Violence Services

### NATIONAL

#### **National Domestic Violence Hotline**

1-800-799-7233 (Toll-free multilingual Hotline)

1-800-787-3224 (Toll-free TTY Hotline, for the hearing-impaired)

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

#### **National Family Violence Hotline**

1-800-222-2000 (Toll-free Hotline)

### STATEWIDE

#### **9-1-1 Safety Line**

If a young person is afraid for her (or his) safety, she should call 9-1-1 and tell the dispatcher that she needs help immediately. If no phone is available, she should take herself out of harm's way and go to a safe public place where others can see her.

#### **MA SafeLink (Domestic Violence SafeLink)**

1-877-785-2020 (Toll-free 24-hour multilingual Hotline)

1-877-521-2601 (Toll-free Hotline, TTY)

[http://www.casamyrna.org/index.php?option=com\\_content&view=article&id=29](http://www.casamyrna.org/index.php?option=com_content&view=article&id=29)

#### **REACH (Refuge, Education, Advocacy, Change)**

1-800-899-4000 (Toll-free 24-hour Hotline)

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

REACH is available to anyone who is experiencing domestic violence. Its name suggests the idea of 'reaching beyond domestic violence.'

### CENTRAL MASSACHUSETTS

#### **YWCA Central**

1-877-785-2020 (Toll-free domestic violence Hotline)

(508) 755-9030 (24-hour Hotline for Greater Worcester)

1 Salem Square

Worcester, MA 01608

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

The YWCA Central responds with assistance to women and their children who have experienced domestic violence and need access to safe, short-term housing.



## **GREATER BOSTON**

### **Asian Shelter & Advocacy Project (ASAP)**

(617) 338-2355 (24-hour multilingual crisis Hotline)

(617) 338-2350 (Office line)

P.O. Box 120108

Boston, MA 02112

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

ASAP provides safety to battered women and their children in an environment where they feel supported as they begin healing from the experience of domestic violence. Direct service staff are bilingual/bicultural women who help clients bridge language and cultural gaps as they seek safety and rebuild their lives. ASAP offers 90-day emergency shelter as well as 14-day stays in a temporary safe home. Advocacy and counseling are available in the following languages: Chinese, Hindi, Japanese, Korean, Khmer (Cambodian), Punjabi, Vietnamese, Pakistani, and Bangladeshi.

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

1-800-841-8371 (Toll-free 24-hour Hotline, available 7 days/week)

1-800-439-2370 (Toll-free MA relay line for deaf or hard of hearing; ask to be connected to Hotline #)

(617) 492-RAPE (7273) (24-hour Hotline, available 7 days/week)

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

The Boston Area Rape Crisis Center offers free, confidential services to survivors, parents, and friends ages 12 and older. Services include the support of trained counselors during crisis and in the healing process. BARCC also offers medical advocacy, legal services, case management, and support groups for survivors and their families.

### **Casa Myrna Vazquez (CMV)**

1-877-785-2020 (Toll-free 24-hour SafeLink, or Hotline, in Spanish, English, Creole, Cape Verdean, and Portuguese; this Hotline is for anyone experiencing violence in the home or in a harmful relationship.)

(617) 521-0100 (Office line to inquire about services)

P.O. Box 180019

Boston, MA 02118

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

CMV is a multicultural organization founded in the mid-1970s. It partners with other local nonprofits to deliver safe and secure services to women and their children who are homeless as a result of domestic violence.

### **Center for Violence Prevention and Recovery (CVPR)**

(617) 667-8141 (Line for obtaining an appointment to get help by enrolling in one of the programs below)

Beth Israel Deaconess Medical Center

330 Brookline Avenue

Boston, MA 02215

[www.bidmc.org/violenceprevention](http://www.bidmc.org/violenceprevention)

The CVPR facilitates a comprehensive, integrated approach to addressing multiple forms of violence experienced in people's lives. Its mission is to provide services to victims/survivors of interpersonal violence through the following programs: Safe Transitions: Domestic Violence Intervention Program, which addresses

intimate partner violence or battering; Rape Crisis Intervention Program; and Community Violence Intervention Program, which addresses homicide, youth violence, bullying, and workplace assaults.

### **Close to Home – Domestic Violence Prevention Initiative**

(617) 929-5151 (Office line)

42 Charles Street, Suite E

Dorchester, MA 02122

[www.c2home.org](http://www.c2home.org)

Close to Home works to help community members learn about domestic violence and develop skills to respond to and prevent it. At the same time, community members build meaningful connections with each other; as a result, trauma and despair around the issue are replaced by action and understanding.

### **Elizabeth Stone House (ESH)**

(617) 427-9801 (Office line, open during business hours)

P.O. Box 59

Jamaica Plain, MA 02130

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

ESH offers residential and support services to heal the effects of trauma and break the cycles of violence and abuse. It provides emergency food and clothing, beds, counseling, and a mental health and transitional program to battered women and their children. There are Spanish speakers on staff.

### **The Family Justice Center of Boston (FJCB)**

(617) 779-2100 (General office line)

989 Commonwealth Avenue

Boston, MA 02215

[www.familyjusticecenter.org/Details/Family-Justice-Center-of-Boston.html](http://www.familyjusticecenter.org/Details/Family-Justice-Center-of-Boston.html)

The FJCB Partners on staff provide a wide range of free services to survivors of domestic violence, sexual assault, and child abuse. They help victims find their way through the legal system and understand their rights. They also conduct forensic interviews and get specialized medical exams for children who have been harmed. Partners help victims obtain financial assistance and assist them in learning about options for housing, education, and employment. Free childcare is provided during each visit to the Family Justice Center.

### **Finex House**

(617) 288-1054 (24-hour Hotline and TTY)

(617) 436-0831 (Office line)

(617) 436-2002 (Additional office line)

P.O. Box 300670

Jamaica Plain, MA 02130

<http://finexhouse.org>

Finex House provides clothing, meals, and shelter for battered women and their children who have disabilities. The House is wheelchair accessible and equipped with a light-coded signal system for deaf battered women and children. Attorneys are available to accompany battered women to court, and there is also a visiting nurse. Finex House offers parenting groups, special needs advice, and some housing vouchers. Staff members are available to use Sign Language or to speak Haitian, Creole, and Spanish.



**Gay Men's Domestic Violence Project (GMDVP)**

1-800-832-1901 (Toll-free Hotline)

955 Massachusetts Ave., PMB 131

Cambridge, MA 02139

<http://gmdvp.org>

GMDVP is a grassroots organization that supports victims and survivors through hotline services, safety planning, crisis intervention, emergency shelter, legal advocacy, and referrals.

**Harbor Communities Overcoming Violence (Harbor COV)**

(617) 884-9909 (24-hour Hotline)

(617) 884-9799 (Office line)

P.O. Box 505754

Chelsea, MA 02151

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

Harbor COV offers 14-day emergency housing, children's services, youth services, legal advocacy, economic development, individual advocacy and support groups, community outreach and education, and community housing initiatives. Harbor COV provides services and materials in the following languages: English, Spanish, Khmer, Creole, Portuguese, Italian, and American Sign Language. The office is open Monday through Thursday from 9:00 a.m. to 5:00 p.m. and on Friday from 9:00 a.m. to 2:00 p.m.

**On the Rise, Inc.**

(617) 497-7968 (Office line)

341 Broadway

Cambridge, MA 02139

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

On the Rise offers a physically and psychologically safe environment for women living in crisis or homelessness. It provides consultation to guests who are concerned with legal issues as well as an access to showers, phones, laundry, and an address to receive mail. On the Rise is a daytime shelter with a quiet place to read and nap.

**Renewal House**

(617) 566-6881 (24-hour Hotline/crisis number)

(617) 277-4194 (Business line)

P.O. Box 919

Roxbury, MA 02120

[www.uuum.org/567026](http://www.uuum.org/567026)

Renewal House shelters battered women and their children (boys to age 9) for up to three months. The House provides counseling, referrals, childcare, advocacy, and food. Both Spanish and English are spoken.

**RESPOND, Inc.**

(617) 623-5900 (24-hour crisis Hotline, TTY equipped)

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

RESPOND, Inc. provides the following free and confidential services to victims of domestic violence: emergency shelter, individual advocacy, support groups, legal advocacy, and safety planning. The agency also offers linguistic outreach to survivors from non-English-speaking communities.

**The Second Step**

(617) 965-3999 (Office line)

P.O. Box 600213

Newtonville, MA 02460

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

[info@TheSecondStep.org](mailto:info@TheSecondStep.org)

The Second Step is a comprehensive program for adult and child survivors of domestic violence. It offers transitional housing, safety planning, mentoring, children's programs, legal case management, and an array of supportive services for families transitioning away from domestic violence to safety and independence.

**Transition House**

(617) 661-7203 (24/7 emergency crisis line)

(617) 354-7676 (Education line)

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

Transition House is an agency that protects the safety and privacy of women ages 18 and older, their children, and transgender individuals escaping domestic violence. Services include the Transition Living Program (TLP), which provides transitional and supported housing and youth prevention education. Transition's Long-Term Housing Program provides supported housing and stabilization services. The agency also offers the Dating Violence Intervention Program (DVIP) to young people and youth-serving organizations.

## **NORTHEASTERN MASSACHUSETTS**

**Asian Task Force Against Domestic Violence**

(617) 338-2355 (24-hour multilingual Helpline)

(978) 454-3651 (Office line)

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

The Lowell Asian Task Force Against Domestic Violence provides services to victims and families in the Cambodian and South Asian communities of Lowell. The Task Force integrates direct service with prevention, outreach, community organization, and education. The goals of the Task Force are to heal the effects of trauma and to break the cycles of violence and abuse. Note: Services are available to all women, regardless of age, ethnicity, disability, or sexual orientation.

**Rape Crisis Service of Greater Lowell (RCSGL)**

1-800-223-5001 (Toll-free Hotline in English and Spanish)

RCSGL offers Hotline services, counseling for female and male survivors of domestic violence, and support groups for women, men, and youth who are 12 years and older.

## **SOUTHEASTERN MASSACHUSETTS**

**Bay State Community Services**

(617) 471-8400 (Main office line)

(617) 479-4534 (TTY)

13 Temple Street

Quincy, MA 02169

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

Bay State Community Services offers both services and programs to communities on the South Shore and in the MetroWest area. Services include First and Second Offender Driver Alcohol Education (DAE) courses; Project Safe, a program addressing domestic violence and its batterers; Child and Family Home-Based Services, including the Family Stabilization (FST) program; Outpatient Services for individuals, couples, and families with issues of mental health and substance abuse; and Residential Services and Day Treatment that provide support to children and families who currently receive services from DMH and DCF. The programs offered by Bay State Community Services include the following: the MassCALL2 Fatal and Non-Fatal Opioid Overdose program, the Narcan Pilot program, and the Tobacco-Free Community Partnership program.

### **Independence House**

1-800-439-6507 (Toll-free 24/7 Hotline for immediate response to any physical or emotional crisis arising from abuse or sexual assault)

(508) 771-6507 (Office line)

(508) 771-6782 (TTY)

160 Bassett Lane

Hyannis, MA 02601

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

Independence House is Cape Cod's counseling, advocacy, and resource center for survivors of domestic and sexual violence and their children. It provides free and confidential services to victims of all ages, genders, cultures, and languages. When a victim of sexual violence is seeking medical attention, a staff member or trained volunteer will meet a client at the hospital or police station. This advocate will work closely with the Sexual Assault Nurse Examiner and help the victim understand the medical examination process.

Independence House also provides victims with information about legal options and safety planning and assistance with restraining order applications. Short-term crisis counseling and specialized groups are available without appointments, and there is no waiting list. However, a client must make an appointment for the free childcare available during counseling and group sessions.

### **Martha's Vineyard Community Services – CONNECT to End Violence**

(508) 696-7233 (SAFE, domestic violence Hotline)

(508) 693-7900 (Office line)

(508) 693-3843 (TTY)

111 Edgartown Road

Vineyard Haven, MA 02568

[www.mvcommunityservices.com](http://www.mvcommunityservices.com)

[info@mvcommunityservices.com](mailto:info@mvcommunityservices.com)

CONNECT to End Violence offers education, advocacy, and community mobilization. Services include crisis intervention, counseling, and support for victims of domestic violence.

### **A New Day**

(508) 588-2041 (Domestic Violence Hotline)

(508) 588-8255 (Sexual assault Hotline in English, Spanish, and Cape Verdean)

(508) 588-2045 (Business line)

1-888-293-7273 (Toll-free line)

950 W. Chestnut Street  
Brockton, MA 02301

[www.healthimperatives.org/aneday/new-day](http://www.healthimperatives.org/aneday/new-day)

A New Day, formerly Womansplace Crisis Center, offers victims and their children free and confidential 90-day emergency shelter at Penelope's Place. A New Day also offers free and confidential counseling and advocacy to all individuals impacted by sexual and relationship violence. To promote healing and create solutions to end this kind of violence, A New Day offers coping skills, medical and legal advocacy, and prevention education. A New Day has satellite offices in Plymouth and Quincy.

## **WESTERN MASSACHUSETTS**

### **Elizabeth Freeman Center**

1-866-401-2425 (Toll-free domestic violence or sexual assault Hotline)

(413) 499-2425 (Main office line)

43 Francis Ave.

Pittsfield, MA 01201

[www.nbunitedway.org/agencies/elizabeth-freeman-center](http://www.nbunitedway.org/agencies/elizabeth-freeman-center)

The Freeman Center is a private nonprofit agency that offers free shelter and support for female victims of domestic violence or sexual assault.

### **YWCA of Western Massachusetts**

1-800-796-8711 (24-hour toll-free Hotline)

(413) 733-7100 (Office line)

1 Clough Street

Springfield, MA 01118

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

The YWCA offers emergency shelter for survivors of domestic violence, support groups, counseling, court advocacy, supervised visitation, safety planning, and relocation support. The YWCA also offers services for children.

## **Sexual Assault Hotlines**

### **NATIONAL**

#### **Hearts and Minds – Information for Change**

1-800-4-A-CHILD (1-800-422-4453) (Toll-free National Child Abuse Hotline; available 24/7)

1-800-2-A-CHILD (1-800-222-4453) (Toll-free TTY Hotline)

Call either of the above numbers if a child is being maltreated. Staff can tell a caller where to file a report and can help caller make a report.

#### **National Family Violence Hotline**

1-800-222-2000 (Toll-free Hotline)

**Rape, Abuse, and Incest National Network**

1-800-656-HOPE (4673) x1 (Toll-free Hotline, to talk with a counselor)

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

[info@rainn.org](mailto:info@rainn.org)

**STATEWIDE****Rape Crisis Center**

1-800-841-8371 (English, general toll-free Hotline)

1-800-223-5001 (Spanish, toll-free Hotline)

1-800-688-4889 (TTY, toll-free Hotline for the hearing-impaired)

**CENTRAL MASSACHUSETTS****Rape Crisis Center of Central Massachusetts**

1-800-870-5905 (Toll-free Hotline)

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

**GREATER BOSTON****Boston Area Rape Crisis Center (BARCC)**

1-800-841-8371 (Toll-free 24-hour Hotline, available 7 days/week)

1-800-439-2370 (Toll-free MA relay line for deaf or hard of hearing; ask to be connected to Hotline #)

(617) 492-RAPE (7273) (24-hour Hotline, available 7 days/week)

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

The Boston Area Rape Crisis Center offers free, confidential services to survivors, parents, and friends ages 12 and older. Services include support from trained counselors during crisis and the healing process. BARCC also offers medical advocacy, legal services, case management, and support groups for survivors and their families.

**NORTHEASTERN MASSACHUSETTS****North Shore Rape Crisis Center**

1-800-922-8772 (Toll-free rape crisis Hotline)

[www.hes-inc.org/north-shore-rape-crisis-center](http://www.hes-inc.org/north-shore-rape-crisis-center)

**SOUTHEASTERN MASSACHUSETTS****Independence House**

1-800-439-6507 (Toll-free 24/7 Hotline for immediate response to any physical or emotional crisis arising from

abuse or sexual assault)  
 (508) 771-6507 (Office line)  
 (508) 771-6782 (TTY)  
 160 Bassett Lane  
 Hyannis, MA 02601

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

Independence House is Cape Cod's counseling, advocacy, and resource center for survivors of domestic and sexual violence and their children. It provides free and confidential services to victims of all ages, genders, cultures, and languages. When a victim of sexual violence is seeking medical attention, a staff member or trained volunteer will meet a client at the hospital or police station. This advocate will work closely with the Sexual Assault Nurse Examiner and help the victim understand the medical examination process.

Independence House also provides victims with information about legal options and safety planning and assistance with restraining order applications. Short-term crisis counseling and specialized groups are available without appointments, and there is no waiting list. However, a client must make an appointment for the free childcare available during counseling and group sessions.

## **WESTERN MASSACHUSETTS**

### **Everywoman's Center in Amherst**

1-888-337-0800 (Toll-free Hotline for Amherst)  
 (413) 545-0800 (24-hour Counselor Advocate Hotline)  
[www.umass.edu/ewc/programs/ca](http://www.umass.edu/ewc/programs/ca)

### **YWCA of Western Massachusetts and Llamanos**

1-800-796-8711 (24/7 toll-free sexual assault Hotline, TTY)  
 1-800-223-5001 (Toll-free Llamanos Spanish-language sexual assault Hotline; open 9 a.m. to 5 p.m. Mon.-Sat.)  
 (413) 733-7100 (TTY sexual assault Hotline)  
[www.yvworks.org](http://www.yvworks.org)

Note: When Llamanos Hotline is not available, most counselors on other Hotlines are bilingual.

# Educational and Employment Resources

## Educational Resources

### STATEWIDE

#### **The Education Resource Institute (TERI) Massachusetts Education Helpline**

1-877-332-4348 (Toll-free helpline for questions about planning and paying for college)

(617) 536-0200 (Office line for TERI College Planning)

Boston Public Library

700 Boylston Street

Boston, MA 02116

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

TERI provides a helpline and office for questions about all aspects of college planning, including financial aid and the application process. Its mission is to increase opportunity and access to higher education for all students by providing information, guidance, and practical help that assist individuals, especially the under-served, to achieve their college and other post-secondary educational goals. Note: Help with college planning is generally more effective when individuals come to the Boylston Street office. Hours are 9:00 a.m. to 7:30 p.m. Monday through Thursday and 9:00 a.m. to 5:00 p.m. Friday and Saturday. The Institute urges all interested persons to call to confirm hours, arrive as early as possible during available hours, and be aware that the last person seen each day is two hours before closing.

#### **GED General Information**

(781) 338-6604 (Office line for Director for questions about the GED and the location of test centers)

(781) 338-3000 (General number for Massachusetts Department of Elementary and Secondary Education)

Massachusetts Department of Elementary and Secondary Education

75 Pleasant Street

Malden, MA 02148

[www.doe.mass.edu/ged](http://www.doe.mass.edu/ged)

The General Educational Development Tests, or GEDs, offer a way to earn a high school equivalency diploma. Thirty-three test centers operate across Massachusetts to serve youth in need of a high school credential.

#### **The Massachusetts Adult Literacy Hotline**

1-800-447-8844 (Toll-free Hotline: In service daily from 6:00 a.m. to midnight)

(617) 482-9485 x3685 (Line set up to obtain more information)

World Education

44 Farnsworth Street

Boston, MA 02210

[www.getrealmass.info/hotline/](http://www.getrealmass.info/hotline/)

The Hotline is a statewide information and referral service, funded by the Massachusetts Department of Elementary and Secondary Education, which connects adult learners and volunteers to local programs. These programs provide instruction in the following areas: reading and writing, ESOL, basic math, and GED preparation or adult high school diploma programs (ADP/EDP).



### **Massachusetts Department of Elementary and Secondary Education/Office for the Education of Homeless Children and Youth**

(781) 338-6294 (State Coordinator's line)

(781) 338-6330 (Specialist's line)

75 Pleasant Street

Malden, MA 02148

[www.doe.mass.edu/mv/?section=office](http://www.doe.mass.edu/mv/?section=office)

The Office for the Education of Homeless Children and Youth ensures that homeless children and youth in preschool through grade 12 will have "equal access to the same free, appropriate public education as provided to other children and youth." This provision was established under the McKinney-Vento Homeless Assistance Act of 2002.

### **School on Wheels of Massachusetts**

1-800-906-9576 (Toll-free line)

(508) 587-9091 (Headquarters office line)

790 West Chestnut St. (Headquarters)

Brockton, MA 02301

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

Volunteers and program services help youth impacted by homelessness reach their full potential. Among other programs, School on Wheels of Massachusetts offers the High School Plus Program. High School Plus provides guidance and assistance to high school students interested in continuing their education. Students are connected with colleges or vocational programs as well as with local agencies to facilitate their moving forward with their plans. School on Wheels assists with the application process, including financial aid, SAT registration, college visits, and scholarship opportunities. The program also helps pay for school fees, books, housing deposits, and dorm supplies.

## **CENTRAL MASSACHUSETTS**

### **The John Andrew Mazie Memorial Foundation Mentoring Program**

(508) 620-4963 x27545 (Line for Framingham Mentoring Program)

(508) 358-0765 (Foundation office line)

1502 Wisteria Way (Foundation administrative office)

Wayland, MA 01778

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

The Mazie Mentoring Program identifies outstanding adult volunteers to act as mentors to at-risk students at Framingham High School and Waltham High School. School staff members recommend at-risk students when the students are in their sophomore year. Mentors are committed to making a positive impact on their student's (mentee's) life by engaging in face-to-face activities for a minimum of eight hours per month for at least one year. Mentors support their mentees in establishing and achieving goals around community service, academics, career choices, and personal fitness. Upon achievement of the established goals and graduation from high school, the mentees are awarded laptop computers and a \$2000 scholarship. The mentor/mentee relationship is supported in its work by a full-time program director and a part-time social worker.

**Mount Wachusett Community College**

(978) 632-6600 (Office line)

444 Green Street

Gardner, MA 01440

<http://mwcc.edu>

Mount Wachusett Community College offers ESOL, GED preparation classes, and Adult Basic Education. The Gardner site runs classes from 9:00 a.m. to 12:30 p.m. on Tuesday, Wednesday, and Thursday and from 6:00 p.m. to 9:00 p.m. on Tuesday and Thursday.

**Worcester Community Action Council, Inc. (WCAC)**

(508) 754-1176 (Office line)

484 Main Street, Suite 460, 2<sup>nd</sup> Floor

Worcester, MA 01608

[www.wcac.net](http://www.wcac.net)

WCAC Educational Programs are designed for youth, ages 16 to 24, who benefit from alternative classroom settings and learning styles. Programs include GED preparation, pre-employment skills training, education/career counseling, job/internship placement assistance, life skills workshops, case management, summer job opportunities, and mentorships to assist students with college readiness skills.

**YOU, Inc - Education For Employment (EFE) Program**

(508) 849-5600 x288 (Main line with extension to Director of Education and Employment Services)

**EFE – Milford Youth Center**

24 Pearl Street

Milford, MA 01757

**EFE – Southbridge**

52 Charlton Street

Southbridge, MA 01550

**EFE – Webster**

18 Village Way

Webster, MA 01570

**EFE – Whitinsville**

33 Lynnwood Avenue

Whitinsville, MA 01558

**EFE – Worcester (Main Office)**

81 Plantation Street

Worcester, MA 01604

[www.youinc.org/Programs/Education/Education.htm](http://www.youinc.org/Programs/Education/Education.htm)

YOU, Inc. offers several education programs in Central Massachusetts, some of which operate in schools or in conjunction with the Department of Youth Services. Among these programs is the Education For Employment (EFE) Program, whose goal is to assist out-of-school youth, ages 16 to 21, in overcoming barriers to education and employment. Through EFE, students can obtain their GED and develop lifelong employability skills. Services are provided at the five locations listed above. Hours: 9:00 a.m. to 1:00 p.m. Monday through Friday.

**GREATER BOSTON****826 Boston**

(617) 442-5400 (Office line)

3035 Washington Street

Roxbury, MA 02119

[www.826boston.org](http://www.826boston.org)

826 Boston is a free youth writing program for Boston Public School students ages 6 to 18. Trained volunteer

tutors help students improve their creative and expository writing skills by providing one-on-one support within the school setting. In addition, 826 Boston offers field trips, after-school workshops, assistance in learning English, and help with student publications.

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

(617) 357-6000 x7516 (Director's line)

(617) 348-6548 (SummerWorks information line)

19 Temple Place

Boston, MA 02111

[www.bostonabcd.org/learningworks.aspx](http://www.bostonabcd.org/learningworks.aspx)

ABCD's LearningWorks offers GED preparation classes; computer and reading skills training; a career assessment, counseling, and job search program; and the Young Parents Program for 16- to 21-year-old parents and expectant parents who may need individual counseling and support, GED preparation, parenting skills classes, and/or job and career development counseling. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday. Note: ABCD's SummerWorks is a summer program for disadvantaged youth ages 14 to 24. This program offers paid work experience, tutoring, mentoring, and career development.

### **Boston Asian Youth Essential Services (Boston Asian Y.E.S.)**

(617) 482-4243 (Office line for information)

199 Harrison Ave.

Boston, MA 02111

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

Boston Asian Y.E.S. offers GED preparation classes to Asian youth ages 16 to 21. Multilingual counseling is available. Some emergency service for homeless youth is offered through referrals. Hours are 10:00 a.m. to 6:00 p.m. Monday through Friday.

### **Boston Chinatown Neighborhood Center, Inc. (BCNC)**

(617) 635-5261 (Office line)

(617) 635-5129 (Alternate line)

38 Ash Street (Site address of Oak Street Youth Center)

Boston, MA 02111

885 Washington Street (Mailing address)

Boston, MA 02111

[www.bcnc.net](http://www.bcnc.net)

The Oak Street Youth Center (OSYC), a part of BCNC, is a free drop-in center open to Boston students ages 11 through 18. OSYC provides a safe space for personal growth and leadership and is open on school days from 2:00 p.m. to 7:00 p.m. and on Saturdays from noon to 4:00 p.m.

### **Boston Day and Evening Academy (BDEA)**

(617) 635-6789 (Main office line for information)

20 Kearsarge Avenue

Roxbury, MA 02119

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

BDEA is a competency-based alternative public high school. It is open 12 hours a day to serve any Boston Public School student who has had trouble with attendance issues, who feels s/he is not getting the kind of

attention in class that is needed to succeed, who has been held back in eighth grade, or who has dropped out of school but is now eager to come back to earn a diploma.

### **Bridge Over Troubled Waters - Education and Career Development Program**

(617) 423-9575 (Office line)

47 West Street

Boston, MA 02111

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

Bridge's Education and Career Development Program offers homeless youth and other out-of-school youth, ages 16 to 24, a second chance for academic success. Students at all levels study at their own pace to gain basic literacy and math skills or to earn their GED. Career counseling helps youth explore their job interests, create cover letters and résumés, and practice interview skills. In the Professionalism and Computer Training course, youth gain access to advanced computer skills instruction, guest speakers, internships, work-site tours, and job shadowing at Boston area companies.

### **Catholic Charities - Adult Education Program - El Centro del Cardenal**

(617) 542-9292 x634 (Information line)

76 Union Park Street

Boston, MA 02118

[www.ccab.org/el\\_centro.html](http://www.ccab.org/el_centro.html)

El Centro del Cardenal offers GED preparation classes, alternative education, and English literacy classes along with group activities for youth ages 15 to 20. Substance abuse services, food, emergency shelter, and clothing may also be available. Hours are 9:45 a.m. to 4:45 p.m. Monday through Friday.

### **Centro Latino (formerly Concilio Hispano de Cambridge)**

#### **Centro Latino, Cambridge**

(617) 661-9406

105 Windsor Street

Cambridge, MA 02139

Hours: 9:00 a.m.-5:00 p.m. M-F

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

Centro Latino offers a broad range of relevant classes and programs in an environment that helps Latinos and immigrants become confident members of the community in which they live. Classes include an ECW English program, adult basic education and computer technology. Centro Latino also offers support to young parents, help with substance abuse and HIV/AIDS, and support for citizenship and immigration.

#### **Centro Latino, Chelsea**

(617) 884-3238 (office line and information)

267 Broadway

Chelsea, MA 02150

Hours: 9:00 a.m.-9:00 p.m. M-Th; 9:00 a.m.-5:00 p.m. Fri.-Sat.

### **Centro Presente**

(617) 629-4731 (Office line)

17 Inner Belt Road

Somerville, MA 02143

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

Centro Presente primarily serves Latino immigrants. Classes are offered in English as a Second Language (ESL), computer literacy, and U.S. citizenship. Hours are 9:00 a.m. to 5:00 p.m. Monday through Saturday.

**EDCO Youth Alternative**

(617) 262-9562 (Director's line)

650 Beacon Street

Boston, MA 02215

[www.edcoyouthalternative.com](http://www.edcoyouthalternative.com)

EDCO is designed for Boston students who wish to work and attend classes. Classes from 8:00 a.m. to 12:30 p.m. are scheduled to fit around a part-time, credit-earning job that is affiliated with EDCO.

**English At Large**

(781) 395-2374 (Office line)

400 High Street

Medford, MA 02155

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

English At Large offers free tutoring services to adults 18 and older in 20 Boston area communities. Volunteers receive training and ongoing support; they deliver practical and accessible English literacy instruction to learners, who come from around the world. Generally, there is a two-year core program consisting of one-to-one English tutoring and weekly group conversation practice. The resulting learning provides the potential to gain citizenship, find work, and enjoy reading English books and newspapers.

**Grub Street, Inc.**

(617) 695-0075 (Office line)

162 Boyston Street, 5<sup>th</sup> Floor

Boston, MA 02116

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

[info@grubstreet.org](mailto:info@grubstreet.org)

Students who like to write poems, lyrics, stories, novels, or screenplays may join Grub Street's Young Adult Writers Program (YAWP), a free creative writing workshop for Boston area high school students. YAWP provides small-group writing workshops in fiction, poetry, screen-writing, and nonfiction; feedback from experienced writers; snacks and refreshments; and the opportunity to perform original work for an audience. Two sessions of classes are offered on each YAWP Saturday: one session from 10:00 a.m. to noon, followed by an hour for socializing and lunch, and another session from 1:00 p.m. to 3:00 p.m., followed by an open-mic reading. All students must register in advance for upcoming sessions. They may use the above email address to receive announcements about classes.

**Homeless Education Resource Network (HERN)**

(617) 635-8037 (Director's line)

Boston Public Schools – Special Education and Student Services

445 Warren Street

Dorchester, MA 02121

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

The Homeless Education Resource Network provides support and resources for at-risk and homeless students in Grades 5 through 12 of the Boston Public Schools. The Network makes it possible for temporarily displaced students to continue having stable educational experiences through programs such as MPact, the Network's mentoring program designed to develop character and empower the student's future, and its summer program, The Summer Circle of Fun and Enrichment.

**Jobs for Youth (JFY)NetWorks**

(617) 338-0815 (Office line for information)

44 School Street, Suite 1010

Boston, MA 02108

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

[info@jfynet.org](mailto:info@jfynet.org)

JFYNetWorks is a structured e-learning program that provides students with the digital tools and professional support they need to maximize their classroom learning. During middle school and high school, JFYNet offers students interactive online science and math instruction to build the fundamental skills needed for careers and post-secondary study. After high school, JFYNet offers intensive skill training courses that can lead to employment in environmental fields. Hours are 8:30 a.m. to 4:30 p.m. Monday through Friday.

**The John Andrew Mazie Memorial Foundation Mentoring Program**

(781) 314-5526 (Waltham Director's line)

(508) 358-0765 (Foundation office line)

1502 Wisteria Way (Foundation administrative office)

Wayland, MA 01778

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

[wmaziedir@gmail.com](mailto:wmaziedir@gmail.com)

The Mazie Mentoring Program identifies outstanding adult volunteers to act as mentors to at-risk students at Waltham High School. School staff members recommend at-risk students when the students are in their sophomore year. Mentors are committed to making a positive impact on their student's (mentee's) life by engaging in face-to-face activities for a minimum of eight hours per month for at least one year. Mentors support their mentees in establishing and achieving goals around community service, academics, career choices, and personal fitness. Upon achievement of the established goals and graduation from high school, the mentees are awarded laptop computers and a \$2000 scholarship. The mentor/mentee relationship is supported in its work by a full-time program director and a part-time case worker.

**Re-Engagement Center**

(617) 635-2273 (Office line)

Madison Park Complex, Building 1

55 Malcolm X Blvd.

Roxbury, MA 02120

The Re-Engagement Center was established as an alternative to a traditional high school. The Center offers an opportunity for individuals of any age (generally, ages 14 to 25) to attend classes and earn a high school diploma.

**Roca, Inc.**

(617) 889-5210 (Office and information line)

101 Park Street

Chelsea, MA 02150

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

Roca, in partnership with Chelsea Public Schools, offers a dropout prevention and intervention program to Chelsea students in grades 9 through 12. The program, Project SOL, is designed to keep the most at-risk students in school and on a course toward successful graduation and connection to post-secondary education

and/or employment. The Project's main focus is on students repeating ninth grade, some for their third time. Roca workers provide these students with supplemental activities or, in the case of the *most* at-risk, intensive tutoring and services to help them succeed in earning their high school diploma.

### **Shawmut Education**

1-877-625-0282 (Toll-free Helpline, available 24 hours/day)

(617) 532-1906 (Office line)

70 Glenville Avenue

Allston, MA 02134

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

Using a methodology called OSCAP, Shawmut Education offers computer training and job placement services to homeless, formerly homeless, and at-risk individuals. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **Year Up**

(617) 542-1533 (Office line; after message, press '1' to speak with an admissions representative to learn about the next Open House)

93 Summer Street (between Devonshire Street and Milton Place)

Boston, MA 02110

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

Year Up is a one-year intensive program that provides urban high school graduates or GED recipients, ages 18 to 24, with a combination of hands-on skill development, credit at Cambridge College, and corporate internships. This supportive, holistic approach focuses on students' professional and personal development, which will help them reach their full potential and place them on a viable path to economic self-sufficiency.

### **Young Adult Vocational Program (YVP) of Eliot Community Human Services**

(781) 643-5093 (Office line)

75 Pleasant Street

Arlington, MA 02476

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

The YVP provides a comprehensive array of pre-vocational and vocational services, educational support, and social skills training for young adults ages 16 to 25 who have been diagnosed with mental illness. Hours for services are 9:30 a.m. to 2:30 p.m. Office hours are 9:00 a.m. to 4:00 p.m.

## **NORTHEASTERN MASSACHUSETTS**

### **Lawrence Public Schools: High School and Adult Learning Center**

(978) 975-5917 (Office line)

183 Haverhill Street

Lawrence, MA 01841

The High School and Adult Learning Center offers ESL and GED preparation classes as well as GED testing. High school hours are 8:30 a.m. to 2:30 p.m. Monday through Friday. The Center is open between 5:30 p.m. and 9:00 p.m. on Tuesday and Thursday evenings.



**United Teen Equality Center, Inc. (UTEC)**

(978) 441-9949 (Office line and information)

34 Hurd Street

Lowell, MA 01852

[www.utec-lowell.org](http://www.utec-lowell.org)

UTEC's program model begins with street workers, who identify out-of-school, homeless, gang-involved, and/or criminally-involved 16- to 21-year-olds. Workers then pair youth with a transitional coach who works with them on a wide-ranging set of goals, which includes workforce development and alternative education. Youth acquire training and enrichment through the Education Center, where coaches prepare them to take the GED or ADP, and the Enrichment Center, open to all Lowell youth ages 15 to 23. The Enrichment Center offers mixed media, athletics with indoor basketball courts, special events, and a leadership training program called Organizing and Social Justice. All UTEC programming emphasizes social justice and civic engagement, which can lead youth to trade violence and poverty for social and economic success.

**SOUTHEASTERN MASSACHUSETTS****Brockton Adult Learning Center**

(508) 580-7475 (Office line)

211 Crescent Street

Brockton, MA 02302

[www.brocktonpublicschools.com](http://www.brocktonpublicschools.com)

The Learning Center offers free GED preparation classes, ESL classes, literacy education, and other instruction to adult learners. Once a learner becomes a student at the Center (there is generally a waiting list), he or she is eligible to take the citizenship class offered there. The Learning Center is open Monday through Thursday from 8:00 a.m. to 9:00 p.m. and Friday from 8:00 a.m. to 4:30 p.m. Note: Although the Learning Center admits youth ages 16 to 19 who have officially and legally withdrawn from Brockton High School, it urges them to consider the alternative of returning to high school, even on a part-time basis, to obtain a high school diploma. Note: On the website, click on "Our Schools" and scroll down to the "Adult Learning Center."

**Brockton Area Private Industry Council (BAPIC)**

(508) 584-1888 (Main office line and links to information)

629 Centre Street

Brockton, MA 02302

BAPIC offers an array of educational and employability services, including GED preparation classes to at-risk youth under 21 and job training classes to young adults with a diploma or GED. Hours are 8:30 a.m. to 4:30 p.m. Monday through Friday.

**My Turn, Inc.**

(508) 580-2659 (Office line with links to various My Turn programs)

156 Main Street

Brockton, MA 02301

[www.my-turn.org](http://www.my-turn.org)

My Turn has two main areas of focus. For college-bound young adults, it provides tutoring, financial aid assistance, and several other programs aimed at bringing the student into college. For those who do not plan

to attend college, My Turn offers employment readiness classes and job placement assistance. Office hours are 7:30 a.m. to 5:00 p.m. Monday through Friday.

## **WESTERN MASSACHUSETTS**

### **CareerPoint**

(413) 532-4900 (Information line)

850 High Street

Holyoke, MA 01040

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

CareerPoint offers counseling and referrals to free Adult Basic Education as well as pre-GED and GED preparation classes that focus on reading, writing, math, reasoning, and decision-making and test-taking skills. Hours are 9:00 a.m. to 5:00 p.m. on Monday, Wednesday, and Friday; 9:00 a.m. to 7:00 p.m. on Tuesday; and 10:00 a.m. to 5:00 p.m. on Thursday.

### **Kittredge Center for Business and Workforce Development**

(413) 552-2500 (Information line)

Holyoke Community College

303 Homestead Avenue

Holyoke, MA 01040

[www.hcc.edu/community-and-business/kittredge-center](http://www.hcc.edu/community-and-business/kittredge-center)

The Kittredge Center for Business and Workforce Development is a resource in Pioneer Valley for workforce training, professional development, and personal growth. The Kittredge Center houses business, science, technology, engineering, and math programs for use in establishing a career or for transfer to a four-year college. Classrooms are equipped with cutting-edge technology such as "smart-technology" computer labs and classrooms. Hours are 7:30 a.m. to 6:30 p.m. Monday through Thursday, 7:30 a.m. to 4:30 p.m. on Friday, and 7:30 a.m. to 2:30 p.m. on Saturday.

### **Ludlow Area Adult Learning Center (LAALC)**

(413) 583-0320 (Office line)

221 East Street

Ludlow, MA 01056

[www.hcc.edu/community-and-business/adult-basic-education/ludlow-center](http://www.hcc.edu/community-and-business/adult-basic-education/ludlow-center)

The LAALC is a community-based program that offers four levels of ESOL classes as well as computer instruction, career counseling, academic counseling, citizenship counseling, and referrals. The program is free, but students must be at least 18 years old to participate. The Center is open Monday through Thursday from noon to 9:00 p.m. and on Friday from noon to 2:30 p.m.

### **Picknelly Adult and Family Education Center**

(413) 552-2990 (Information line)

Holyoke Transportation Center

206 Maple Street, Floors 3 and 4

Holyoke, MA 01040

[www.hcc.edu/community-and-business/adult-basic-education/picknelly-center](http://www.hcc.edu/community-and-business/adult-basic-education/picknelly-center)

The Picknelly Adult and Family Education Center was established by members of the Juntos (Spanish word for "together") Collaborative, Holyoke Public Schools, and Holyoke Community College to provide Holyoke residents with adult education and related services. The Center offers GED preparation and testing, Adult Basic Education (ABE) and ESOL classes, career counseling, tutoring and mentoring, workforce development classes, transition-to-college programs, and college credit classes.

#### **Pittsfield Adult Learning Center**

(413) 499-9530 (Office line)

10 Lyman Street

Pittsfield, MA 01201

[www2.pittsfield.net/groups/alc/](http://www2.pittsfield.net/groups/alc/)

The Learning Center offers ESOL, GED preparation classes, computer training, and Adult Basic Education to youth ages 16 and older and legally withdrawn from their high school. Interested learners may call the office for more information during the following hours: 8:00 a.m. to 8:00 p.m. Monday through Thursday and 8:00 a.m. to 3:00 p.m. on Friday.

#### **Puerto Rican Cultural Center - Hispanic Adult Education**

(413) 737-7450 (Office line)

38 School Street

Springfield, MA 01105

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

The Puerto Rican Cultural Center offers GED and ESOL classes for youth ages 16 to 21. GED classes are offered every day. ESOL classes are offered on Tuesday and Thursday during the following times: 9:00 a.m. to 11:00 a.m., 2:00 p.m. to 4:00 p.m., 4:00 p.m. to 6:00 p.m. (Level 1 Spanish to English), and 6:00 p.m. to 8:00 p.m. (Level 2 Spanish to English).

## **Employment and Job Training Services; Job Opportunities**

### **STATEWIDE**

#### **Job Corps of New England**

1-800-733-5627 (Toll-free line)

##### **Grafton Job Corps Center**

(508) 887-7300 (Office line)

100 Pine Street

North Grafton, MA 01536

[grafton.jobcorps.gov](http://grafton.jobcorps.gov)

##### **Shriver Job Corps Center**

(978) 784-2600 (Office line)

270 Jackson Road

Devens, MA 01434

[shrivers.jobcorps.gov](http://shrivers.jobcorps.gov)

##### **Westover Job Corps Center**

(413) 593-4000 (Office line)

103 Johnson Road

Chicopee, MA 01022

[westover.jobcorps.gov](http://westover.jobcorps.gov)

[www.jobcorps.gov](http://www.jobcorps.gov)  
[recruiting.jobcorps.gov](http://recruiting.jobcorps.gov)

Job Corps is a residential skills training program aimed at low-income youth ages 16 to 24. Participants who attend classes and live on a dry campus receive room and board, health care, and an allowance. The program lasts up to two years and ends with job placement assistance.

## **CENTRAL MASSACHUSETTS**

### **Employment & Training Resources (ETR) Marlborough**

(508) 786-0928 (Office line)  
 201 Boston Post Road West, Suite 200  
 Marlborough, MA 01752  
[www.etrcc.com](http://www.etrcc.com)

ETR assists individuals in identifying various resources for career and employment transitions. These resources are designed to help job seekers clarify their marketable skills, create a marketing plan, and access current job openings. ETR recommends that each job seeker first attend a Career Center Seminar (CCS), offered three times weekly, to find out about job search assistance, career advising, possible training, and access to services. For job seekers with disabilities, there is a broad range of services and resources for career and employment transitions as well as a range of adaptive technology to assist in accessing services at the Career Center. ETR is committed to providing veterans with priority of service through the Jobs for Veterans Act. A Veterans Representative is available to help veterans find jobs, acquire skills and education, plan their career, and identify appropriate workshops to attend. Hours are 8:00 a.m. to 5:00 p.m. Monday through Thursday and 9:30 a.m. to 5:00 p.m. on Friday.

### **Mount Wachusett Community College**

#### **North Central Career Center in Gardner**

(978) 632-5050 (North Central Career Center office line)  
 25 Main Street  
 Gardner, MA 01440  
 Hours: 8:30 a.m.-5:00 p.m. on Mon., Tues., Wed., Fri.  
 10:00 a.m.-5:00 p.m. on Thurs.

[www.mwcc.edu/continuing-education-training/free-workshops/](http://www.mwcc.edu/continuing-education-training/free-workshops/)

The following free workshops are offered to adult learners who wish to access basic adult education and get help with establishing career goals and finding a job: Educational Opportunity Seminar, classes in Adult Basic Education (ABE) and English as a Second Language (ESL), Job Club, Identifying Strengths and New Career Goals, Writing Powerful Résumés, Introduction to Federal Financial Aid (basics of applying for financial aid to help cover costs of post-secondary education), Study Skills, Marketing Yourself to Employers, and Test-Taking Strategies.

### **Veterans Inc.**

1-800-482-2565 (24/7 toll-free line)  
 (508) 791-5348 (General office line with links to various services; for employment and outreach line, press 4.)

#### **North Central Career Center in Leominster**

(978) 534-1481 (North Central Career Center office line)  
 100 Erdman Way  
 Leominster, MA 01453  
 Hours: 8:30 a.m.-5:00 p.m. on Mon., Tues., Wed., Fri.  
 9:30 a.m.- 5:00 p.m. on Thurs.

69 Grove Street (Headquarters office)

Worcester, MA 01605

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

[info@veteransinc.org](mailto:info@veteransinc.org)

Veterans Inc. offers a wide range of job/career services to young veterans: career counseling, training, and job placement.

### **YOU, Inc. - Education For Employment (EFE) Program**

(508) 849-5600 x397 (Line with extension for reaching the director of the EFE Program)

#### **EFE – Worcester (Main Office)**

81 Plantation St.

Worcester, MA 01604

#### **EFE – Southbridge**

52 Charlton St.

Southbridge, MA 01550

#### **EFE – Webster**

18 Village Way

Webster, MA 01570

[www.youinc.org/programs/Education/EdEmployment.htm](http://www.youinc.org/programs/Education/EdEmployment.htm)

The goal of the EFE Program is to assist out-of-school youth, ages 16 to 21, in overcoming barriers to education and employment. Through EFE, students can obtain their GED and develop lifelong employability skills.

Services are provided at the following locations in Central Massachusetts: Worcester, Southbridge, and Webster. Hours of operation are 8:00 a.m. to 4:00 p.m. Monday through Friday.

## **GREATER BOSTON**

### **Action for Boston Community Development (ABCD) – LearningWorks: Career Development**

(617) 348-6546 (Director of Youth Services line)

(617) 423-9215 (TTY line)

178 Tremont Street (Central administrative offices)

Boston, MA 02111

[www.bostonabcd.org/learningworks.aspx](http://www.bostonabcd.org/learningworks.aspx)

[www.summerworks.net](http://www.summerworks.net)

LearningWorks is ABCD's workforce development center. It offers a variety of education, training, and support services for low-income adults, 18 and older. LearningWorks facilities include a computer lab and a resource room with automated job banks and résumé writing programs. Scheduling is flexible and cost is on a sliding scale, with many programs free to Boston residents. Programs administered by the Youth Services Department include Career Explorations and Summer Works.

### **Boston Youth Fund (BYF) Summer Employment Program**

(617) 635-HOPE (4673) (Line for applying to the Summer Employment Program)

(617) 635-4202 (Line for information and answers to questions)

[www.bostonyouthzone.com/byf](http://www.bostonyouthzone.com/byf)

The Boston Youth Fund Summer Employment Program provides job opportunities to Boston residents who are 15 to 17 years of age. Teens also must be legally permitted to work in Massachusetts and the United States. To obtain the HOPELINE information in different languages and check out the list of potential work sites, please visit the website listed above. There are two ways to apply with the HOPELINE: (1) Call the phone line listed above (2) go to the 24/7 website listed above to apply online.

**Bridge Over Troubled Waters - Education and Career Development Program**

(617) 423-9575 (Office line for information and links to programs)

47 West Street

Boston, MA 02111

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

The Education and Career Development Program gives homeless youth and other out-of-school young people a second chance for academic success. Students at all levels study at their own pace to gain basic literacy and math skills or to earn their GED. Career counseling helps youth explore their job interests, create cover letters and résumés, and practice interview skills. Through the Professionalism and Computer Training course, students gain access to advanced computer skills instruction, guest speakers, internships, work site tours, and job shadowing at Boston area companies.

**Cascap, Inc.**

(617) 492-5559 (Office line for information and company directory)

(617) 234-2992 (TTY line)

678 Massachusetts Avenue

Cambridge, MA 02139

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

[jobs@cascap.org](mailto:jobs@cascap.org)

Cascap offers an array of services to improve the quality of life for community members who are disadvantaged by poverty or disability. Services include job postings and assistance in the search for employment. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday; however, a message may be left at any time.

**CASPAR, Inc. Supportive Services Programs: Drop-In & Employment Services**

(617) 591-1900

(617) 666-5046 (Fax)

315 Highland Ave.

Somerville, MA 02144

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

CASPAR's Supportive Services programs serve adults (18 y/o) recovering from alcoholism and addiction. These services include job coaching, cover letter and résumé-writing assistance, computer lab for client use, counseling, drop-in support groups, Twelve-Step meetings, peer support, and leisure activities. Hours of operation: Monday – Friday, 10 a.m. to 2 p.m. and by appointment.

**Catholic Charities - Career Pathway - El Centro de Cardenal**

(617) 522-4040 x634 (Line for accessing services for young adults)

76 Union Park Street

Boston, MA 02118

[www.ccab.org/el\\_centro.html](http://www.ccab.org/el_centro.html)

Career Pathway offers assistance with job placement. Substance abuse services, food, emergency shelter, and clothing are also available to teens and young adults.

**Commonwealth Corporation**

(617) 727-8158 (Office line)

2 Oliver Street, 5th Floor

Boston, MA 02109

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

Commonwealth Corporation sponsors programs to strengthen the skills of youth and adults and seeks to build career pathways by partnering with industry, education, and workforce and community-based organizations. The Youth and Young Adult Pathways Initiatives at Commonwealth Corporation are designed to expand learning and career development opportunities for youth, especially those who are at risk of not completing high school or not entering post-secondary education or training. Commonwealth Corporation sponsors the Learn at Work program, designed specifically for employed workers 16 and older who are not currently enrolled in high school. This program seeks to promote public-private partnerships across industries throughout the Commonwealth by focusing on basic workplace skills and English for Speakers of Other Languages (ESOL). Bridging The Opportunity Gap (BOG) is an initiative that provides a variety of employment-related services to DYS youth, with a special focus on those returning to their home communities following residential treatment. The Construction Trades and Related Occupations Preparation Program provides training and support services to prepare participants directly for jobs and/or apprenticeship placements in construction trades and related occupations. The Healthcare Skills Gap Partnership provides grants to prepare participants for jobs and/or career advancement in the healthcare industry.

**Community Servings – Food Service and Job-Training Program**

(617) 522-7777 (Office line)

18 Marbury Terrace

Jamaica Plain, MA 02130

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

The Community Servings Teaching Kitchen is a 12-week food service job-training program focused on individuals with barriers to employment. Trainees learn basic cooking skills, life skills, and methods of ensuring food sanitation. They build self-confidence by working alongside staff members to help prepare and deliver meals to critically ill clients. Trainees also receive job placement support.

**Community Work Services**

(617) 720-2233 (Office line)

174 Portland Street

Boston, MA 02114

[www.cwsbos.com](http://www.cwsbos.com)

[info@cwsbos.com](mailto:info@cwsbos.com)

Community Work Services offers vocational rehabilitation services, job readiness services, skill assessment, job training, and placement services. The company provides support to young adults who are challenged by physical, emotional, mental, or economic problems. Program hours are 8:00 a.m. to 4:30 p.m. weekdays.

**Eliot Community Human Services, Inc.-Young Adult Vocational Program**

(781) 643-5093 (Office line for information)

75 Pleasant St

Arlington, MA 02476

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



The Young Adult Vocational Program provides a comprehensive array of pre-vocational, vocational, and educational services within a therapeutic environment for youth ages 16 to 26 who have been diagnosed with a mental illness.

### **Employment & Training Resources (ETR) Newton**

(617) 928-0530 (Office line)

449 Newtonville Avenue, Suite 130

Newtonville, MA 02460

[www.etrcc.com](http://www.etrcc.com)

ETR assists individuals in identifying various resources for career and employment transitions. These resources are designed to help job seekers clarify their marketable skills, create a marketing plan, and access current job openings. ETR recommends that each job seeker first attend a Career Center Seminar (CCS), offered three times weekly, to find out about job search assistance, career advising, possible training, and access to services. For job seekers with disabilities, there is a broad range of services and resources for career and employment transitions as well as a range of adaptive technology to assist in accessing services at the Career Center. ETR is committed to providing veterans with priority of service through the Jobs for Veterans Act. A Veterans Representative is available to help veterans find jobs, acquire skills and education, plan their career, and identify appropriate workshops to attend. Hours are 8:00 a.m. to 5:00 p.m. Monday through Thursday and 9:30 a.m. to 5:00 p.m. on Friday.

### **The Food Project (TFP)**

(781) 259-8621 (Administrative office line)

10 Lewis Street

Lincoln, MA 01773

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

[jobs@thefoodproject.org](mailto:jobs@thefoodproject.org)

(617) 442-1322

555 Dudley Street

Boston, MA 02125

(781) 346-6726

120 Munroe Street

Lynn, MA 01901

TFP consists of a community of youth and adults from diverse backgrounds who work together to build a sustainable food system. This community produces healthy food for residents of the city and suburbs and provides youth leadership opportunities. Youth applications for work during the summer are available in early January of each year. To apply for a job during the school year, individuals should fax their résumé and a cover letter to (781) 259-9659 or email the material to the email address above.

### **IMPACT Employment Services through Young Adult Initiative and Project TEAM**

(617) 983-0351 x251

105 Chauncy Street, Suite 501

Boston, MA 02111

[www.pinestreetinn.org/programs\\_employment\\_services.php](http://www.pinestreetinn.org/programs_employment_services.php)

IMPACT offers services designed specifically for young adults, ages 18 to 24, through a full-time Young Adult Specialist. The Specialist adapts the IMPACT model to the needs of this population. The Young Adult Initiative,

or YAI, offers individuals specialized support to find and retain jobs. Project TEAM links young adult clients with food stamps and employment resources.

### **Jewish Vocational Service (JVS)**

(617) 451-8147 (Main office line)

(617) 399-3300 (Education line)

(617) 399-3200 (Helpline for people looking for work, including people with disabilities)

29 Winter Street, 5th Floor

Boston, MA 02111

[www.jvs-boston.org](http://www.jvs-boston.org)

JVS offers GED preparation classes, ESL and other skills training, résumé-building activities, and job placement assistance to persons who are 18 and older, TAFDC recipients, or parenting individuals. These services are offered in South Boston, Roxbury, Roslindale, East Boston, Brockton, Brighton, and Newton. Call the Main Office to find services near you. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **Just-A-Start - YouthBuild**

(617) 492-1460 x12 (Office line with YouthBuild extension)

1175 Cambridge Street

Cambridge, MA 02139

[www.justastart.org/youth.shtml](http://www.justastart.org/youth.shtml)

YouthBuild is an AmeriCorps education, training, and service program that serves out-of-school youth ages 17 to 24 who are working toward their GED or high school diploma. Students spend half their time working toward their educational goals and the other half rehabilitating low-income housing, while earning an AmeriCorps Education Award. In addition, students participate in Life Skills, College Readiness, and Career classes and are supported in their transition into college and a career. The program runs year round, 8:30 a.m. to 3:30 p.m. Monday through Friday. Students typically take one to two years to obtain their degree and receive a stipend of approximately \$150. To apply to the program, youth must first attend an orientation. Orientations start in July, and the accepted students begin classes in October.

### **La Alianza Hispana: Employment and Training Department**

(617) 427-7175 (Office line with links to young adult programs)

409 Dudley Street

Roxbury, MA 02119

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

La Alianza Hispana is a multi-service center serving Spanish-speaking clients. It offers job training classes as well as career development. Both English and Spanish are spoken. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday. The Education Department is open until 9:00 p.m. Monday through Thursday.

### **More Than Words (MTW)**

(781) 788-0035 (Office line and information)

376 Moody Street

Waltham, MA 02453

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

More Than Words is a nonprofit social enterprise in which youth who have been homeless, court involved, in the foster care system, or out of school are referred by their social worker, probation officer, or school

counselor to participate in managing their own retail and online used book business, cafe, and community space. Working as a team, youth develop the employment skills, leadership, and self-confidence they need to transition successfully to adulthood. In addition to store-based job training, youth are engaged in personal transition planning and case management to support their progress towards employment and education.

#### **Pine Street Inn – Job Training**

(617) 892-9100 (General information line)

(617) 892-7784 (Food Service instructor's line)

(617) 892-9144 (Supervisor's line for Boston HandyWorks, a training program offering repair and maintenance services)

444 Harrison Avenue

Boston, MA 02118

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

[info@pinestreetinn.org](mailto:info@pinestreetinn.org)

Each year 150 men and women graduate from Pine Street's job training and job readiness programs. The programs include training in vocational skills, such as food services and building maintenance, as well as attitudinal skills necessary to find and retain employment.

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

(617) 889-5210 (Office and information line)

101 Park Street

Chelsea, MA 02150

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

Roca uses its High-Risk Intervention Model to help disengaged and disenfranchised youth, ages 14 to 25, to become agents of change in their own lives and in the community. Transitional Employment Programming at Roca provides a way for youth challenged with getting and keeping a job to get work experience as well as change behaviors that have created barriers to retaining a job. Transitional Employment Programming is designed to teach youth how to show up, follow instructions, and perform cleaning, painting, or maintenance jobs. Through intensive work around their negative behaviors, the practice of new positive behaviors, and the learned ability to comply with an employer's basic expectations, youth can be successful in finding and retaining employment in the community.

#### **Solutions at Work**

(617) 492-0300 x5 (Executive Director's line)

1151 Massachusetts Avenue

Cambridge, MA 02138

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

Solutions at Work is a network of organizations that help people transition out of homelessness and advocate for their own needs. It is led by homeless and formerly homeless individuals who receive paid, on-the-job training while helping to provide direct services. An example is Solutions at Work's low-cost moving business, which provides jobs as well as critical transportation.

**Spare Change News**

(617) 497-1595 x11 (Office line)

Old Cambridge Baptist Church (Spare Change office in church)

1151 Massachusetts Avenue

Cambridge, MA 02138

[www.sparechangenews.net](http://www.sparechangenews.net)

Spare Change offers opportunities to sell its newspapers. To apply to become a vendor, go to its Cambridge office or call the number listed above.

**St. Francis House - Moving Ahead Program (MAP)**

(617) 542-4211 (MAP line)

39 Boylston Street

Boston, MA 02116

[www.stfrancishouse.org/site/PageServer?pagename=Ed\\_MAP](http://www.stfrancishouse.org/site/PageServer?pagename=Ed_MAP)

The Moving Ahead Program, or MAP, offers a 14-week job- and life-skills training program serving individuals with issues of homelessness, addiction, mental health, and/or a history of incarceration. Students attend classes five days a week to learn résumé-writing and interviewing skills as well as standards of workplace behavior and other social skills for finding and retaining a job. Programs include Studio Shine, which provides each student with image consulting, first impression workshops, and a week's worth of clean, up-to-date business attire appropriate for interviews and the workplace; Education Support Services, which includes an ESL program and assistance in developing the language skills required for work and other real-life situations such as filling out applications and communicating in the workplace; and HirePower, an employment placement program.

**YouthBuild Boston (YBB)**

(617) 445-8887 (Office line to schedule a visit)

504 Dudley Street

Roxbury, MA 02119

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

YBB is a youth and community development program that involves low-income youth in construction and rehabilitation projects. Project Advantage, an exploration of the green industry, offers academic and vocational training to youth ages 16 to 18. The Construction Training Program, designed for youth ages 18 to 24, offers opportunities to learn skills for beginning careers in the building trades. The Designery is a hands-on urban architecture workshop for high school students ages 14 to 18. Throughout their YBB training, youth are learning essential life and career skills that will equip them for success in the workplace.

## **NORTHEASTERN MASSACHUSETTS**

**CTI YouthBuild**

(978) 446-9803

391 Pawtucket Street

Lowell, MA 01854

[www.comteam.org/youthbuild.htm](http://www.comteam.org/youthbuild.htm)

CTI YouthBuild is a federally-funded program for young adults between the ages of 17 and 24 who have

dropped out of school. YouthBuild offers GED preparation classes as well as assistance in acquiring critical thinking skills, business management skills, economic literacy, and computer skills. In addition, all YouthBuild students learn carpentry and construction skills while creating affordable housing in partnership with the City of Lowell. By building affordable housing, participating in other community service projects, and building awareness of issues that affect themselves and their community, students graduate from the program with skills that enable them to become leaders within their community.

## **SOUTHEASTERN MASSACHUSETTS**

### **Employment & Training Resources (ETR) Norwood**

(781) 769-4120 (Office line)

275 Prospect Street (Enter middle door marked 'Employment and Training Resources'; turn right to Reception area.)

P.O. Box 740

Norwood, MA 02062

[www.etrcc.com](http://www.etrcc.com)

ETR assists individuals in identifying various resources for career and employment transitions. These resources are designed to help job seekers clarify their marketable skills, create a marketing plan, and access current job openings. ETR recommends that each job seeker first attend a Career Center Seminar (CCS), offered three times weekly, to find out about job search assistance, career advising, possible training, and access to services. For job seekers with disabilities, there is a broad range of services and resources for career and employment transitions as well as a range of adaptive technology to assist in accessing services at the Career Center. ETR is committed to providing veterans with priority of service through the Jobs for Veterans Act. A Veterans Representative is available to help veterans find jobs, acquire skills and education, plan their career, and identify appropriate workshops to attend. Hours are 8:00 a.m. to 5:00 p.m. Monday through Thursday and 9:30 a.m. to 5:00 p.m. on Friday.

### **My Turn, Inc.**

(508) 580-2659 (Main office line)

156 Main Street

Brockton, MA 02301

[www.my-turn.org](http://www.my-turn.org)

My Turn works with in-school and out-of-school youth ages 14 to 21. This work occurs in conjunction with employers, educational institutions, community agencies, and families. The goal is to provide education, work-based learning opportunities, and jobs. My Turn has offices in Brockton, Chelsea, Fall River, Fitchburg, Lynn, New Bedford, Plymouth, Quincy, South Easton, and Wareham. Hours are 9:00 a.m. to 4:00 p.m. Monday through Friday.

### **Nam Vets Association of the Cape & Islands**

(508) 778-1590 (Office line)

569 Main Street

Hyannis, MA 02601

[www.namvets.net](http://www.namvets.net)

Nam Vets serves veterans of all eras, not only veterans of the Viet Nam era. It offers a VA supported

employment program, including referrals to employment resources, a vocational rehabilitation program, and résumé preparation assistance; transitional and permanent housing assistance; and a food pantry.

## **WESTERN MASSACHUSETTS**

### **Commonwealth Corporation**

(413) 584-3627 (Office line)

4 Bay Road, Suite 100, Building A

Hadley, MA 01035

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

The western branch of Commonwealth Corporation sponsors programs to strengthen the skills of youth and adults and seeks to build career pathways by partnering with industry, education, and workforce and community-based organizations. The Corporation's Youth and Young Adult Pathways Initiatives are designed to expand learning and career development opportunities for youth, especially those who are at risk of not completing high school or not entering post-secondary education or training. Commonwealth Corporation sponsors the Learn at Work program, designed specifically for employed workers 16 and older who are not currently enrolled in high school. This program seeks to promote public-private partnerships across industries by focusing on basic workplace skills and English for Speakers of Other Languages (ESOL). Bridging The Opportunity Gap (BOG) is an initiative that provides a variety of employment-related services to DYS youth, with a special focus on those returning to their home communities following residential treatment. BOG programs offer employability services that include career readiness, vocational and entrepreneurship training, workforce certifications, and subsidized employment experience. The Construction Trades and Related Occupations Preparation Program provides training and support services to prepare participants directly for jobs and/or apprenticeship placements in construction trades and related occupations. The Healthcare Skills Gap Partnership provides grants to prepare participants for jobs and/or career advancement in the healthcare industry. These grants address the skills gap and support healthcare workforce development.

### **Community Action Youth Programs**

(413) 774-7028 (General line with menu; press 2 for general questions, 3 for Director, 4 for YouthWorks.)

154 Federal Street (Franklin County)

Greenfield, MA 01301

34 Maple Ave (Hampshire County)

Northampton, MA 01060

[www.communityaction.us](http://www.communityaction.us)

[info@communityaction.us](mailto:info@communityaction.us)

Youth Programs inspires young adults to build communities in partnership with guiding adults. Income-eligible youth ages 14 and older living in Hampshire County, Franklin County, or the North Quabbin region may participate in free programs such as leadership development, community service, and employment readiness.

### **Massachusetts Career Development Institute (MCDI)**

(413) 781-5640 x270 or x230 (Admissions office)

140 Wilbraham Avenue

Springfield, MA 01109

[www.mcditraining.com](http://www.mcditraining.com)

[admissions@mcditraining.com](mailto:admissions@mcditraining.com)

MCDI provides educational and vocational training opportunities with supportive services that prepare individuals for personal growth and economic self-sufficiency. The WIA Youth Program offers low-income and at-risk (gang-/violence-affiliated and out of school) youth ages 16 to 21 vocational training, work readiness certification, life skills/leadership workshops, internship/job placement, and preparation for taking the GED or obtaining a high school diploma. The YouthWorks Summer Program allows youth ages 14 to 21 to work six weeks during the months of July and August. The main objective of this program is to provide structured, well-supervised work experience for low-income youth residing in the neighborhoods of Springfield. SummerWorks participants are paired with an organization that provides the kind of training that will result in employability.

### **Roca Springfield**

(413) 846-4301 (Office and information line)

P.O. Box 3053

Springfield, MA 01109

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

[info@rocainc.org](mailto:info@rocainc.org)

Roca helps to alter the lives of young people, ages 14 to 25, who have experienced challenges in finding or keeping a job. Roca's youth workers engage in intensive relationship-building with high-risk youth and help them re-engage in society by moving them into employment and life skills programming. The Transitional Employment Programming that Roca offers is an opportunity for youth to learn to show up, follow instruction, and engage in work that involves simple tasks such as cleaning, painting, and maintenance. At the same time, youth discover how harmful behaviors and attitudes create barriers to successful employment and retention. While it generally takes young people with these particular challenges more time, those who go through the program ultimately find success in the workplace.

### **YWCA YouthBuild Springfield**

(413) 755-3137 (Office line)

1 Clough Street

Springfield, MA 01118

[www.ywworks.org/self-sufficiency-services.php](http://www.ywworks.org/self-sufficiency-services.php)

The YouthBuild program provides GED preparation and certification, skills development in construction, and pre-employment training and support to out-of-school or underemployed youth ages 17 to 24. All applicants must present his/her MA identification or driver's license, original birth certificate, and original signed social security card. In addition, applicants must take and score high enough on the Test of Adult Basic Education (TABE), attend an interview, and comply with regulations during a YouthBuild orientation session. Finally, applicants must undergo a second interview for determination of placement into the program. Note: On above website, scroll down to YouthBuild.



## Massachusetts One-Stop Career Centers

Note: While only some Career Centers offer job training, all Centers handle unemployment claims. To file an unemployment insurance claim, a person should call the toll-free number 1-877-626-6800 if s/he is in one of the following area codes: 351, 413, 508, 774, or 978. If a person is in any other area code, s/he should call (617) 626-6800 or visit a One-Stop Career Center. Aside from membership, there are no eligibility requirements in most Centers. However, a few special programs may require a fee.

### CENTRAL MASSACHUSETTS

#### **Career Center (North Central Massachusetts)**

##### **Career Center—Leominster**

(978) 534-1481 (Office line)

(978) 534-1657 (TTY line)

100 Erdman Way

Leominster, MA 01453

The Leominster Center is open Monday, Tuesday\*, Wednesday, and Friday from 8:30 a.m. to 5:00 p.m.

and Thursday from 9:30 a.m. to 5:00 p.m.

\*2nd Tuesday of the month, 8:30 a.m. to 7:00 p.m.

[www.ccncm.com](http://www.ccncm.com)

The Career Center offers job search techniques, interview preparation, résumé basics, and computer skills training in Leominster and in Gardner. An orientation workshop entitled “The Career Center Seminar”, or CCS, must be taken before an individual may register for any of the other workshops.

##### **Career Center—Gardner**

(978) 632-5050 (Office line)

25 Main Street

Gardner, MA 01440

The Gardner Center is open Monday, Tuesday\*,

Wednesday, and Friday from 8:30 a.m. to 5:00 p.m. and

Thursday from 10:00 a.m. to 5:00 p.m.

\*2nd Tuesday of the month, 8:30 a.m. to 7:00 p.m.

#### **Employment & Training Resources (ETR) Marlborough**

(508) 786-0928 (Office line)

201 Boston Post Road West, Suite 200

Marlborough, MA 01752

[www.etrcc.com](http://www.etrcc.com)

ETR assists individuals in identifying various resources for career and employment transitions. These resources are designed to help job seekers clarify their marketable skills, create a marketing plan, and access current job openings. ETR recommends that each job seeker first attend a Career Center Seminar (CCS), offered three times weekly, to find out about job search assistance, career advising, possible training, and access to services. For job seekers with disabilities, there is a broad range of services and resources for career and employment transitions as well as a range of adaptive technology to assist in accessing services at the Career Center. ETR is committed to providing veterans with priority of service through the Jobs for Veterans Act. A Veterans Representative is available to help veterans find jobs, acquire skills and education, plan their career, and identify appropriate workshops to attend. Hours are 8:00 a.m. to 5:00 p.m. Monday through Thursday and 9:30 a.m. to 5:00 p.m. on Friday.

**Workforce Central (WC)****Workforce Central: Worcester**

(508) 799-1600 (Office line)

44 Front Street, 6th Floor

Worcester, MA 01608

Hours: 8:45 a.m. to 5:00 p.m. Monday through

Thursday 9:30 a.m. to 5:00 p.m. on Friday.

**Workforce Central: Milford**

(508) 478-4300 (Office line)

425 Fortune Blvd., Suite 201

Milford, MA 01757

Hours: 8:30 a.m. to 5:00 p.m. Monday through Thursday

and 9:30 a.m. to 5:00 p.m. on Friday.

**Workforce Central: Southbridge**

(508) 765-6430 (Office line)

(508) 478-1887 (TTY)

5 Optical Drive, Suite 200

Southbridge, MA 01550

Hours: 8:45 a.m. to 5:00 p.m. Monday through Thursday and 9:30 a.m. to 5:00 p.m. on Friday.

[www.workforcecentralma.org/youth-services](http://www.workforcecentralma.org/youth-services)

Workforce Central offers resources for youth to explore their employment and training interests. These resources include career counseling, job search skill development, referrals to job openings, and access to multiple community programs and services. WC has locations in Worcester, Milford, and Southbridge.

**YWCA Career Assistance Center (CAC)**

(508) 791-3181 x3028 (Office line with extension to the Young Parents Program)

One Salem Square

Worcester, MA 01608

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

The CAC provides career counseling, vocational testing and training, job search assistance, help with résumé writing, and interview skills. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

**GREATER BOSTON****Boston Career Link (BCL)**

(617) 536-1888 (Information line)

(617) 541-1400 x471 (Line for job seeker services)

(617) 541-1400 x482 (Business services line)

1010 Harrison Ave. (corner of Harrison Ave. and Melnea Cass Blvd.)

Boston, MA 02119

[www.bostoncareerlink.org](http://www.bostoncareerlink.org)[BostonCareerLink@detma.org](mailto:BostonCareerLink@detma.org)

BCL provides state-of-the-art services that connect job-seekers with employers. New member orientation sessions to learn about BCL's services and the resources available to help in re-employment are free and held at 9:30 a.m. on Monday, Wednesday, and Friday and at 5:30 p.m. on Tuesday. These sessions are walk-in with no required registration. Office hours are Monday, Thursday, and Friday from 9:00 a.m. to 5:00 p.m.; Tuesday from 9:00 a.m. to 7:00 p.m.; and Wednesday from 9:00 a.m. to 2:30 p.m. BCL is funded in part through the Department of Workforce Development. This allows BCL to offer many of its basic services at no cost.

**The Career Place**

1-888-273-9675 (Toll-free information line)

(781) 932-5500 (Information line)

Trade Center Park

100 Sylvan Road, Suite G-100

Woburn, MA 01801

[www.careerplacejobs.com/aboutUs.htm](http://www.careerplacejobs.com/aboutUs.htm)

The Career Place partners with schools, community groups, and businesses to provide high school youth with career exploration opportunities, job search, and computer skills, and referrals to MCAS and GED preparation sites. Aside from advanced computer classes, most services are free. Hours are Monday, Wednesday, and Friday from 8:30 a.m. to 5:00 p.m., Tuesday from 8:30 a.m. to 7:30 p.m., and Saturday from 9:00 a.m. to 1:00 p.m. Unemployment insurance counseling walk-in hours are Thursday and Friday from 8:30 a.m. to 3:30 p.m.

**Career Source****Career Source: Cambridge**

1-888-454-9675 (Toll-free line); (617) 661-7867

186 Alewife Brook Parkway, Suite #310

Cambridge, MA 02138

Hours: 8:30 a.m.-4:30 p.m. except Wed. to 8:00 p.m.

[www.yourcareersource.com](http://www.yourcareersource.com)

Career Source offers a comprehensive array of basic career service workshops at no charge. Note: A few career service workshops, such as mock job interviews, are fee-based. Job fairs and employer forums are also available. Career Source's School-to-Career Program caters to in-school high school students. This program has employers instruct classroom teachers about the kinds of skills students need in order to be able to join the workforce upon graduation.

**Career Source: Everett**

(617) 389-8025 (Office line)

1935 Revere Beach Parkway

Everett, MA 02149

Hours: 8:30 a.m. to 4:30 p.m. Monday through Friday

**Employment & Training Resources (ETR) Newton**

(617) 928-0530 (Office line)

449 Newtonville Avenue, Suite 130

Newtonville, MA 02460

[www.etrcc.com](http://www.etrcc.com)

ETR assists individuals in identifying various resources for career and employment transitions. These resources are designed to help job seekers clarify their marketable skills, create a marketing plan, and access current job openings. ETR recommends that each job seeker first attend a Career Center Seminar (CCS), offered three times weekly, to find out about job search assistance, career advising, possible training, and access to services. For job seekers with disabilities, there is a broad range of services and resources for career and employment transitions as well as a range of adaptive technology to assist in accessing services at the Career Center. ETR is committed to providing veterans with priority of service through the Jobs for Veterans Act. A Veterans Representative is available to help veterans find jobs, acquire skills and education, plan their career, and identify appropriate workshops to attend. Hours are 8:00 a.m. to 5:00 p.m. Monday through Thursday and 9:30 a.m. to 5:00 p.m. on Friday.

**JobNet Career Center**

1-800-5JOBNET, or 1-800-556-2638 (Toll-free office line)

(617) 338-0809 (Main line with links to information)

210 South Street, 1st Floor

Boston, MA 02111

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

JobNet provides career counseling and skills training in multiple languages. Its South Street location is accessible from South Station, the Red Line, and commuter rail. Hours are 8:30 a.m. to 5:00 p.m. Monday, Tuesday, Thursday, and Friday and 10:30 a.m. to 7:00 p.m. on Wednesday.

**The Work Place**

1-800-436-9675 (Toll-free line)

(617) 737-0093 x3006 (TTY line)

29 Winter Street, 4<sup>th</sup> Floor

Boston, MA 02108

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

The Work Place provides comprehensive employment and career services that are easy to access, customer driven, and linked to the latest technology. High school graduates from 2003 to present who have not passed the MCAS are eligible for free remediation classes at community colleges, career counseling, job readiness training, information on alternative education, and a young adult orientation to the services that are available at The Work Place. Hours are 9:00 a.m. to 7:00 p.m. on Monday, 9:00 a.m. to 5:00 p.m. on Tuesday, Wednesday, and Friday; and 10:00 a.m. to 5:00 p.m. on Thursday. Young adult drop-in hours are 3:30 p.m. to 5:00 p.m. on Wednesday. Note: Employment and career services are also available to veterans, ex-offenders, and homeless individuals.

**NORTHEASTERN MASSACHUSETTS****Career Center of Lowell**

(978) 458-2503 (Office line)

107 Merrimack Street (corner of Merrimack and John Streets)

Lowell, MA 01852

[www.careercenteroflowell.org/job\\_seekers/youth\\_services.html](http://www.careercenteroflowell.org/job_seekers/youth_services.html)

Youth Central of the Career Center of Lowell provides job search and career research assistance for youth ages 14 through 21 who live in Greater Lowell. The Resource Room is open to out-of-school youth by appointment. In-school youth have access to the Resource Room Monday through Friday from 2:00 p.m. to 4:00 p.m. General hours for the Career Center are 8:30 a.m. to 5:00 p.m. Monday through Wednesday, 8:30 a.m. to 7:00 p.m. on Thursday, and 9:30 a.m. to 5:00 p.m. on Friday.

**North Shore Career Center****North Shore Career Center: Gloucester**

(978) 283-4772 (Office line)

11-15 Parker Street

Gloucester, MA 01930

Hours: 8:30 a.m. to 5:00 p.m. Monday through Thursday and 9:30 a.m. to 5:00 p.m. on Friday.

**North Shore Career Center: Lynn**

(781) 593-0585 x4036 (Line for Youth Career Center)

181 Union Street

Lynn, MA 01901

Hours: 8:30 a.m. to 5:00 p.m. Monday, Wednesday, and Thursday; 8:30 a.m. to 7:00 p.m. on Tuesday; and 9:30 a.m. to 5:00 p.m. on Friday.

**North Shore Career Center: Salem**

(978) 825-7200 (Office line)

70 Washington Street, 1st Floor

Salem, MA 01970

Hours: 8:30 a.m. to 5:00 p.m. on Monday, Tuesday, and Wednesday; 8:30 a.m. to 7:00 p.m. on Thursday; and 9:30 a.m. to 5:00 p.m. on Friday.

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

The North Shore Career Center serves Gloucester, Lynn, and Salem as well as 15 other towns on the North Shore. All Career Centers serve youth; however, the Youth Career Center in Lynn has staff to help individuals between the ages of 14 and 21 improve their opportunities to enter the workforce by providing job training, offering GED services and MCAS remedial referrals, and providing one-on-one guidance in planning a career path. In addition to its career services, the Youth Career Center recruits youth ages 14 to 24 for summer jobs. Staff speaks both English and Spanish. The Youth Career Center is open each weekday from noon to 5:00 p.m.; however, youth also may come to any of the North Shore Career Centers during the other hours listed above.

**ValleyWorks Career Center**

(978) 722-7000 (Office line for both Lawrence and Haverhill)

**ValleyWorks: Haverhill**

(978) 469-7859 (TTY line)

192 Merrimack Street

Haverhill, MA 01830

Hours: 8:00\* a.m. to 4:30 p.m. Monday through Friday. \*On the 2nd and 4th Wednesdays of each month, hours are 10 a.m. to 4:30 p.m.

**ValleyWorks: Lawrence**

(978) 722-7088 (TTY line)

439 South Union Street (Main office)

Building 2, Suite 106 (around back/straight through Building 1)

Lawrence, MA 01843

Hours: 8:00 a.m. to 4:30\* p.m. Monday through Friday. \*On the 2nd and 4th Wednesdays of each month, hours are 10 a.m. to 4:30 p.m.

[www.valleyworks.cc](http://www.valleyworks.cc)

ValleyWorks offers comprehensive job-seeking services, including on-the-job training opportunities.

ValleyWorks also provides employment throughout Merrimack Valley to eligible youth ages 14 to 24.

## **SOUTHEASTERN MASSACHUSETTS**

### **Bristol County Career Centers**

#### **Attleboro Career Center**

(508) 222-1950 (Office line)  
67 Mechanic Street  
Attleboro, MA 02703

#### **Fall River Career Center**

(508) 730-5000 (Office line)  
446 N. Main Street  
Fall River, MA 02720

#### **Taunton Career Center**

(508) 977-1400 (Office line)  
72 School Street  
Taunton, MA 02780

[www.bristolwib.org/careercenters/careercenters.html](http://www.bristolwib.org/careercenters/careercenters.html)

Each of the three Bristol County Career Centers offers the following services: information on job openings and referrals to openings, information on training and education opportunities, job search workshops (résumé writing, interview skills, networking), technical assistance and registration help with Unemployment Insurance, job placement assistance, computer orientation services, and supportive services such as resources for child care. Hours are 8:30 a.m. to 5:00 p.m. Monday through Friday.

### **Career Opportunities Cape Cod**

#### **Career Opportunities: Hyannis**

(508) 771-5627  
372 North Street  
Hyannis, MA 02601

Hours: 8:00 a.m. to 4:00 p.m. Mon. through Fri.

#### **Career Opportunities: Orleans**

(508) 240-1900  
77 Finlay Road  
Orleans, MA 02653

Hours: 8:00 a.m. to 4:00 p.m. Mon. through Fri.

#### **Career Opportunities: Falmouth**

(508) 548-4828  
205 Worcester Court, Unit 3B  
Falmouth, MA 02540

[www.capejobs.com](http://www.capejobs.com)

Career Opportunities serves youth ages 14 to 21 who are seeking employment. Most of the services are free, once a person becomes a member of Career Opportunities, which is also free. Services include access to the Resource Room, which allows job seekers to conduct a job search via the Internet; prepare, copy, and fax cover letters and résumés; and set up job interviews. Job seekers can attend a variety of job search workshops. Career Opportunities also offers a summer employment program for youth ages 14 to 24.

### **CareerWorks**

(508) 513-3400 (Main phone line)  
(508) 513-3460 (Youth line for ages 14 to 21)  
UMASS Donahue Institute (Rear of building)  
34 School Street  
Brockton, MA 02301

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

CareerWorks serves job seekers in Brockton, Abington, Avon, Bridgewater, East Bridgewater, Easton, Hanson,

Stoughton, West Bridgewater, and Whitman. A free information resource for job seekers, CareerWorks offers tools for résumé development and strategies for job-hunting. Business hours are 9:00 a.m. to 5:00 p.m. on Monday, Tuesday, Wednesday, and Friday and 9:00 a.m. to 6:30 p.m. on Thursday.

### **Employment & Training Resources (ETR) Norwood**

(781) 769-4120 (Office line)

275 Prospect Street (Enter middle door marked 'Employment and Training Resources'; turn right to Reception area.)

P.O. Box 740

Norwood, MA 02062

[www.etrcc.com](http://www.etrcc.com)

ETR assists individuals in identifying various resources for career and employment transitions. These resources are designed to help job seekers clarify their marketable skills, create a marketing plan, and access current job openings. ETR recommends that each job seeker first attend a Career Center Seminar (CCS), offered three times weekly, to find out about job search assistance, career advising, possible training, and access to services. For job seekers with disabilities, there is a broad range of services and resources for career and employment transitions as well as a range of adaptive technology to assist in accessing services at the Career Center. ETR is committed to providing veterans with priority of service through the Jobs for Veterans Act. A Veterans Representative is available to help veterans find jobs, acquire skills and education, plan their career, and identify appropriate workshops to attend. Hours are 8:00 a.m. to 5:00 p.m. Monday through Thursday and 9:30 a.m. to 5:00 p.m. on Friday.

### **Greater New Bedford Career Center**

#### **Career Center: New Bedford**

(508) 990-4040 (Main office line and appointments)

(508) 979-1700 (Youth Annex)

618 Acushnet Avenue (Office Address)

5 Dover Street (Youth Annex in downtown New Bedford)

New Bedford, MA 02740

Hours for Youth Annex: 8:30 a.m.-4:30 p.m. M-Th.;

9:30-4:30 F

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

The Greater New Bedford Career Center is a federally funded program operated by New Directions Southcoast, which provides workforce development and educational services for job seekers throughout southeastern Massachusetts. The Career Center provides services to individuals from low-income families whose parents do not hold a bachelor's degree. Services include academic counseling/planning, financial aid application assistance, higher education information through presentations and workshops, career counseling, and job readiness instruction. Job training is not available, but referrals to other schools are provided. The Youth Annex in New Bedford offers GED and MCAS assistance as well as help with job searches.

#### **Career Center: Wareham**

(508) 291-7062 (Office line)

3088 Cranberry Highway

Wareham, MA 02538

Hours: 8:30a.m.-4:00 p.m. Tues.-Wed.

### **Quincy Career Center**

(617) 745-4000 (Office line with someone to answer your questions)

152 Parkingway Street

Quincy, MA 02169

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



The Career Center offers free personalized career assistance as well as basic workshops. The Center hosts a JobQuest site for résumé postings. Hours are 8:30 a.m. to 4:30 p.m. Monday, Wednesday, Thursday, and Friday and 9:30 a.m. to 4:30 p.m. on Tuesday. Unemployment Insurance walk-in hours are 8:30 a.m. to 4:00 p.m. Monday, Wednesday, Thursday, and Friday and 9:30 a.m. to 4:00 p.m. on Tuesday.

### **Plymouth Career Center**

(508) 732-5300 (Office line)

36 Cordage Park Circle, Suite 200

Plymouth, MA 02360

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

The Plymouth Career Center helps job seekers connect with employers. The Center also hosts a variety of employment-related workshops and events each month. Experienced Job Specialists are available to review clients' résumés and provide job search assistance. Hours, including those for walk-ins, are 8:30 a.m. to 4:30 p.m. Monday, Tuesday, Thursday, and Friday and 9:30 a.m. to 4:30 p.m. on Wednesday. Note: There is also a Career Center in Quincy. Call the Quincy Center for information at 617-745-4000.

## **WESTERN MASSACHUSETTS**

### **Berkshire Works**

(413) 499-2220 x142 (Office line with extension to career services program)

160 North Street

Pittsfield, MA 01201

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

Berkshire Works provides a full range of career services, including on-the-job training and apprenticeships. Hours are 8:30 a.m. to 5:00 p.m. Monday through Friday.

### **CareerPoint**

(413) 532-4900 (Information line)

850 High Street

Holyoke, MA 01040

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

CareerPoint offers counseling and referrals to free Adult Basic Education as well as pre-GED and GED preparation classes that focus on reading, writing, math, reasoning, and decision-making and test-taking skills. Hours are 9:00 a.m. to 5:00 p.m. on Monday, Wednesday, and Friday; 9:00 a.m. to 7:00 p.m. on Tuesday; and 10:00 a.m. to 5:00 p.m. on Thursday.

### **Franklin Hampshire Career Center**

#### **Career Center: Franklin County**

1-800-457-2603 (Toll-free line)

(413) 774-4361 x306 (Line for obtaining information about the Youth Summer Employment Program)

One Arch Place

Greenfield, MA 01301

[www.fhcc-onestop.com](http://www.fhcc-onestop.com)

#### **Career Center: Hampshire County**

1-800-457-2604 (Toll-free line)

(413) 586-6506 (Office line for information)

Northampton Industrial Park

178 Industrial Drive, Suite 1

Northampton, MA 01060

In addition to their comprehensive career services, the Franklin Hampshire County Career Center locations sponsor a Youth Summer Employment Program for eligible individuals ages 14 to 24. The Centers also offer programs for veterans and ex-offenders. Hours are 8:30 a.m. to 5:00 p.m. Monday through Thursday and 9:30 a.m. to 5:00 p.m. on Friday.

**FutureWorks Career Center**

(413) 858-2800 (Office line to access YouthWorks; after a brief message, instructions will be to press 6.)

STCC Technology Park

One Federal Street

Building 103-3

Springfield, MA 01105

[www.getajob.cc/youth](http://www.getajob.cc/youth)

FutureWorks Career Center's YouthWorks division acts as part of the workforce development system in Hampden County. YouthWorks helps young adults develop the kinds of skills they need for successful careers; it also maintains links to local school systems' School-to-Career programs. Hours are 8:30 a.m. to 4:30 p.m. Monday, Tuesday, and Friday; 8:30 a.m. to 5:30 p.m. on Wednesday; and 8:30 a.m. to 3:00 p.m. on Thursday.

## Health Resources

### Health Care Services

#### STATEWIDE

##### **Brain Injury Association of Massachusetts (BIA-MA)**

1-800-242-0030 (Toll-free line)  
 (508) 475-0032 (Main office line)  
 30 Lyman Street, Suite 10  
 Westborough, MA 01581  
[www.biama.org](http://www.biama.org)  
[info@biama.org](mailto:info@biama.org)

The BIA-MA serves individuals with brain injury and their families and offers prevention programs to individuals of all ages. BIA-MA support groups provide survivors and their loved ones a forum for sharing information about brain injury. The organization also advocates for improved services for survivors and proactively supports legislation to prevent brain injury. A member of the Veterans Consortium, BIA-MA reaches out to soldiers who are returning from the Iraq and Afghanistan wars with brain injuries, and their families. BIA-MA has regional offices in Pittsfield and E. Wareham.

##### **Massachusetts League of Community Health Centers**

(617) 426-2225 (Office line for obtaining information about nearest Community Health Center location)  
[www.massleague.org](http://www.massleague.org)

The Massachusetts League of Community Health Centers provides primary, preventive, and dental care as well as mental health, substance abuse, and other community-based services to people in need, regardless of their ability to pay. Clients may call the League to find the location of the Community Health Center nearest them.

##### **Office of Adolescent Health and Youth Development (OAHYD) - Massachusetts Department of Public Health**

(617) 727-7575 (Department of Youth Services)  
 27 Wormwood Street  
 Boston, MA 02210

The mission of the OAHYD is to implement strategies to enhance the overall health of adolescents and young adults, ages 10 to 24, across a broad range of health issues.

#### CENTRAL MASSACHUSETTS

##### **Community HealthLink: Homeless Outreach and Advocacy Project (HOAP)**

(508) 860-1000 (Main office line)  
 (508) 791-3261 (Youth and family services line)  
 (508) 860-1200 (Detox line)  
 72 Jaques Avenue (Administrative offices)  
 Worcester, MA 01610

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

[Info@Communityhealthlink.org](mailto:Info@Communityhealthlink.org)

[Careers@Communityhealthlink.org](mailto:Careers@Communityhealthlink.org)

The HOAP links the community's homeless individuals to a variety of services: health assessment screenings, counseling, access to health care, substance abuse rehabilitation, and referrals to other support systems. The HOAP is open 24 hours a day, seven days a week.

#### **Veterans Inc.**

1-800-482-2565 (24/7 toll-free line)

69 Grove Street (Headquarters office)

Worcester, MA 01605

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

[info@veteransinc.org](mailto:info@veteransinc.org)

Veterans Inc. provides the physical, mental, and emotional care that helps veterans develop coping mechanisms and supports reintegration into their families and communities. The program includes a Registered Nurse and a Wellness Coordinator and runs onsite diabetic support groups and smoking cessation groups. Wellness programs are tailored to the individual and may include nutrition and fitness education, eye exams/glasses, dental exams, referrals to offsite providers, and stress reduction through massage and yoga.

## **GREATER BOSTON**

#### **Adolescent Center at Boston Medical Center**

(617) 414-4086 (Appointment line)

(617) 414-4083 (Nurse's Station line)

(617) 414-5946 (Line for use after hours and on weekends and holidays)

(617) 414-7416 (Line for OB services and clinical social worker)

Pediatric Primary Care and Adolescent Center

Yawkey Ambulatory Care Center, 5th Floor

850 Harrison Avenue

Boston, MA 02118

[www.bmc.org/pediatrics-adolescentcenter.htm](http://www.bmc.org/pediatrics-adolescentcenter.htm)

The Adolescent Center provides general health care for youth ages 13 to 21. The Center is a place where a young person can feel safe, have his/her concerns kept confidential, and get any questions answered respectfully by nurse practitioners and physicians who have been trained to work with youth. Other services include immunizations, birth control, pregnancy testing and counseling, nutrition counseling, and HIV testing and counseling.

#### **Boston Adolescent and Young Adult Program, Children's Hospital**

(617) 355-7181 (Adolescent Clinic line)

Children's Hospital Boston

300 Longwood Avenue

Boston, MA 02115

[www.childrenshospital.org/happens](http://www.childrenshospital.org/happens)

<http://youngwomenshealth.org>

The Adolescent and Young Adult Program provides evaluation and medical treatment to youth ages 10-23, with both common and complex medical problems. The Bone Health Program evaluates youth who have, or are at risk for, low bone density. The Center for Young Women's Health offers health information to adolescent girls and their parents, on-site as well as online through the above website. The Eating Disorders Program provides medical and psychological evaluation and treatment to patients with anorexia, bulimia, and related eating disorders. The Reproductive Endocrine Practice provides diagnostic assessment and management of menstrual problems, polycystic ovary syndrome (POS), and low bone density. The Adolescent Substance Abuse Program (ASAP) provides care to adolescents who use substances. The Adolescent and Young Adult Program also provides testing and care for a wide variety of teen issues, including abdominal pain, acne, anemia, chronic fatigue, chronic headaches, fitness, hormonal changes, nutrition, reproductive health problems, smoking, STIs and HIV infection, teen pregnancy, and weight problems. In particular, the HAPPENS Program at Children's Hospital (see listing below) provides free care and related services for HIV-infected homeless youth.

### **Boston HAPPENS Program**

(617) 355-2735 (Office HAPPENS Program line)

Adolescent/Young Adult Clinic

Children's Hospital Boston

333 Longwood Avenue, 5th Floor (Physical Address)

300 Longwood Avenue, LO-306 (Mailing address)

Boston, MA 02115

[www.childrenshospital.org/happens/](http://www.childrenshospital.org/happens/)

The Boston HAPPENS Program (HIV Adolescent Provider and Peer Education Network for Services) provides HIV specialty care, primary health care, mental health counseling, and case management and support services to HIV positive youth ages 12 to 24. The Program also offers free and confidential HIV counseling, testing (20 minutes with Rapid HIV Test), and referral services to youth and young adults in the Boston Metro area, with a strong commitment to serving homeless and urban youth ages 13 and older, specifically youth of color and GLBT youth. HAPPENS staff also offers Post-Exposure Prophylaxis (PEP) treatment and/or follow-up to youth with a known HIV exposure, or survivors of sexual assault. Staff can refer youth to several services offered in the Children's Hospital Adolescent Clinic, such as Primary Care, STI and viral hepatitis screening, family planning, substance abuse treatment and counseling, GYN services, vaccinations, and mental health services for eligible youth accessing HIV care or prevention services.

### **Boston Health Care for the Homeless Program (BHCHP)**

(857) 654-1000 (Main number for Administrative Offices, open Monday through Friday 8:30 a.m. to 5:00 p.m.)

(857) 654-1700 (Main number for Barbara McInnis House)

(781) 221-6565 (Number to locate street provider on call)

Jean Yawkey Place

780 Albany Street

Boston, MA 02118

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

[info@bhchp.org](mailto:info@bhchp.org)

The mission of BHCHP is to provide or ensure access to health care for Boston's homeless men, women, and children. The Program operates over 40 clinics, located in many area shelters and hospitals in the Greater Boston area. BHCHP's Family Team provides nursing care, behavioral health care, and case management to families in shelters and motels. The staff at BHCHP do street outreach, integrate behavioral health with primary

care, place special emphasis on caring for patients with chronic diseases like HIV and diabetes, and offer specialty care referrals, dental care, and a medical respite program.

### **Bridge Mobile Medical Van**

(617) 423-9575 (Main phone line)

(617) 423-9575 x355 (TTY)

47 West Street

Boston, MA 02111

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

The Bridge Mobile Medical Van serves youth ages 14 to 24 and provides some medical services, crisis counseling, and referrals. The Van's doctors and nurses are trained to talk with young people about substance abuse and family/peer relationships. The van makes the following stops: Park Street between 5:00 p.m. and 6:30 p.m., Copley between 6:45 p.m. and 7:15 p.m., Harvard Square between 7:30 p.m. and 8:30 p.m. Dental care is available by calling the number listed above for an appointment.

### **Brigham and Women's Hospital**

(617) 732-5500 (Main line)

75 Francis Street

Boston, MA 02115

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

The Division of General Obstetrics and Gynecology of Brigham and Women's Hospital provides the following services to young women: prenatal care for both normal and high-risk pregnancies, delivery and postpartum care, and routine and special gynecologic care.

### **Codman Square Health Center (CSHC)**

(617) 825-9660 (Front Desk; main number for Physician On-Call after normal hours)

637 Washington Street (also, 450 Washington Street)

Dorchester, MA 02124

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

The CSHC is a community-based, outpatient health care and multi-service center in the heart of Dorchester. It focuses on the health of the whole person and the whole community, with the philosophy that health is not simply a lack of disease. The staff consists of 280 multi-lingual and multi-cultural clinicians, medical staff, and other employees. Services include primary care, urgent care, dental care, eye care, behavioral health, public health, fiscal health, fitness/wellness programming, and youth programming. CSHC is a Federally Qualified Health Center and receives federal support through its designation as a Section 330 community health center.

### **Latin American Health Institute (LHI Boston)**

(617) 350-6900 (Office line)

(617) 350-6914 (TTY)

95 Berkeley Street

Boston, MA 02116

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

[boston@lhi.org](mailto:boston@lhi.org)

The Latin American Health Institute is a community-based health organization that offers free and confidential social and clinical services to Latino families and other minorities and low-income individuals. The following

programs are available to address HIV/AIDS and its prevention: HIV/AIDS Prevention for Intravenous Drug Users and Their Partners, Positive Prevention for Latinos Living with HIV, HIV Prevention for Latino Men Who Have Sex with Men, and the HIV Vaccine Awareness Campaign. LHI also offers programs that are culturally and linguistically appropriate for Latina women. They include Latina Breast Health Education, to promote breast cancer awareness and early detection, and Comadres, to provide information and case management services to pregnant and postpartum women.

### **Mayor's Health Line**

1-800-847-0710 (Toll-free number for people outside of Boston)

(617) 534-5050 (Main office line)

1010 Massachusetts Avenue, 2nd Floor

Boston, MA 02118

[www.bphc.org/mayorshealthline](http://www.bphc.org/mayorshealthline)

[mayorshealthline@bphc.org](mailto:mayorshealthline@bphc.org)

The Mayor's Health Line provides free, confidential information and referrals for people without health care. Callers may start applications over the phone for governmental health programs, including the Women, Infants and Children Nutritional Program (WIC). The line provides links to free clinics, primary care doctors, health centers, and the following services: mental health, substance abuse, and dental health and oral care. Hours during which the line is in operation are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **Neuro-Rehab Management Inc. (NRM)**

(781) 979-0018 (Office line; for information, ask for the case manager in the Homeless Division.)

(617) 204-3852 (Phone line for the State Head Injury Program, or SHIP)

171 Tremont Street, #1

Melrose, MA 02176

[www.neurorehabmgt.com](http://www.neurorehabmgt.com)

NRM is an independent case management company that provides services to individuals with neurological impairments. Clients may have sustained a brain injury due to an accident, illness, or other neuromuscular disability or may have multiple disabilities. NRM's services are designed to maximize functioning in home, community, or work settings through the development and implementation of a realistic individualized plan. Rehabilitation may involve medical and vocational case management; functional, vocational, and neuropsychological assessment; and cognitive treatment. To receive treatment, individuals must be referred by a shelter or qualify through the State Head Injury Program (number listed above).

### **Sidney Borum, Jr. Health Center**

(617) 457-8140 (Office line)

130 Boylston Street

Boston, MA 02116

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

The Center provides a full range of primary care; mental health and substance abuse counseling; HIV counseling, testing, and risk reduction reinforcement; and other clinical and social services to young people between the ages of 12 and 29.



**Teen Health Center**

(617) 665-1548 (Teen Health Center line)

(617) 349-6661 (School office line)

Cambridge Rindge and Latin High School

459 Broadway

Cambridge, MA 02138

The Teen Health Center is one of four school-based Health Centers operated by Cambridge Health Alliance. It offers primary care, reproductive care, health education, and mental health/counseling services. Hours are 8:00 a.m. to 4:00 p.m. Monday through Thursday and 8:00 a.m. to 3:00 p.m. on Friday whenever Cambridge Public Schools are in operation.

**Teen Health Services and HIV Program of the Upham's Corner Health Center (UCHC)**

(617) 287-0786 (Teen Clinic line)

(617) 287-8000 (General line for UCHC information)

500 Columbia Road

Dorchester, MA 02125

[www.uphamscornerhealthctr.com](http://www.uphamscornerhealthctr.com)

The UCHC provides high-quality, low-cost, culturally-sensitive, community-based health and social services to the residents of Dorchester. The UCHC Teen Clinic offers health care, counseling, and support services to youth ages 12 to 22. Teen Clinic hours are 9:00 a.m. to 5:00 p.m. on Monday, Tuesday, Wednesday, and Friday, and noon to 7:00 p.m. on Thursday. The HIV Program hours are 9:00 a.m. to 5:00 p.m. on Monday, Tuesday, and Friday and 9:00 a.m. to 7:00 p.m. on Wednesday and Thursday.

**Young Men's Health Clinic (Boston Medical Center)**

1-800-841-4325 (Health Connection toll-free line available 8:30 a.m. to 5:00 p.m. Monday through Friday)

(617) 414-5951 (Appointment line)

(617) 638-8000 (General information line)

Yawkey Ambulatory Care Center, 3<sup>rd</sup> Floor

850 Harrison Avenue

Boston, MA 02118

The Young Men's Health Clinic was initiated by Dr. John Rich as an intervention for young black men ages 17 to 29 who have limited access to and use of primary care services due to financial barriers and competing social issues. The Clinic is set up to meet the needs of these young men who also have high rates of HIV, unemployment, incarceration, and a continuing thread of discrimination by police and hiring managers. Services include complete physical exams, routine blood tests for cholesterol and diabetes, sexual health assessment and education, STI screening, community dental services, routine vaccination updates, and social work and case management. Also available are fitness and nutritional counseling and referral to community-based programs for education, employment, or fatherhood empowerment programs.

**VA Boston Healthcare System/Women's Health Sciences Division (116B-3)**

(857) 364-4027 (Line for LICSW on duty)

150 S. Huntington Avenue

Boston, MA 02130

[www.mass.gov/veterans](http://www.mass.gov/veterans)

The Women's Health Sciences Division of the VA Boston Healthcare System provides case management and

health services to homeless women veterans and their children in Boston and the surrounding areas. The program offers a range of services to homeless women and those who are at-risk for homelessness. It also offers assistance with other agencies, the courts, and veterans benefits.

## **NORTHEASTERN MASSACHUSETTS**

### **Latin American Health Institute (LHI-Lowell)**

(978) 459-3366 (Office line)

9 Central Street

Lowell, MA 01852

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

[lowell@lhi.org](mailto:lowell@lhi.org)

The Latin American Health Institute is a community-based health organization that offers free and confidential social and clinical services to Latino families in the Lowell/Haverhill/Lawrence areas. The Lowell facility offers HIV prevention, education, and risk-reduction services to Latino men who have sex with men and to substance abusers at high risk for HIV infection. The Institute also provides prevention case management to HIV+ individuals in order to reduce the incidence of HIV infection/re-infection, Hepatitis C, and other STIs in the community. LHI-Lowell educates and enrolls uninsured Latinos and individuals from other racial and ethnic minorities in health plans for which they qualify in a program called Proyecto Seguro! In this program, staff members assist individuals in completing forms and collecting the documentation required by health insurance plans, thereby reducing disparities in insurance coverage in the Merrimack Valley. The "Latidos" Wellness Program uses the "Mission Meltaway" curriculum, which encourages healthy eating and greater physical activity to address heart disease and stroke in the Latino population. The "Bienestar" Depression Education Program addresses disparities in knowledge and access to quality care for depression among Latinos by implementing a series of educational presentations aimed at increasing community awareness about depression.

### **Lowell Community Health Center (LCHC) School Health Program**

(978) 322-8530 (Office line)

17 Warren Street (Administrative office)

Lowell, MA 01852

#### **Lowell High School (LHS)**

50 French Street

Lowell, MA 01852

(978) 458-6642 (Appointment line for LHS)

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

#### **Stoklosa Middle School (SMS)**

560 Broadway Street

Lowell, MA 01854

(978) 970-3346 (Appointment line for SMS)

Medical and preventive services are available for adolescents through the School Health Program, which operates school-based health centers in Lowell High School and Stoklosa Middle School. These centers provide students with primary medical care during school hours. Services include annual physicals, management of chronic medical conditions, urgent care, nutrition counseling, health screenings, immunizations, sports and employment physicals, and referrals to prenatal health services. A nurse practitioner is at each school every day during school hours.

**Lowell General Hospital Physician Referral Line**

1-800-544-2424 (Toll-free referral line)

This phone line offers a 24-hour physician referral service as well as health-related presentations and classes through its Community Education/Wellness program. Classes include CPR, anger management, child-care, weight management, prenatal health, and dance ("Dance for Your Heart").

**SOUTHEASTERN MASSACHUSETTS****Latin American Health Institute (LHI-Brockton)**

(508) 941-0005 (Office line)

142 Crescent Street, Floor 2

Brockton, MA 02301

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

[brockton@lhi.org](mailto:brockton@lhi.org)

The Latin American Health Institute is a community-based health organization that offers free and confidential social and clinical services to members of the Latin American community. The Brockton facility offers HIV Prevention and Education Services, including services to men who have sex with men and to individuals who are substance abusers. "Horizontes" is a program that offers culturally and linguistically competent case management and client services to people living with HIV/AIDS in Brockton and surrounding areas.

"Horizontes" offers comprehensive health and support services that are appropriate for the specific health and social service needs of the client. "Proyecto Tranquilidad" Integrated Dual Disorder Treatment (IDDT) provides intensive case management and treatment to Latinos and Portuguese-speaking ethnic/linguistic minorities (Cape Verdeans and Brazilians) who have co-occurring substance abuse and serious mental disorders, and who are HIV+ or at risk for HIV infection. The program targets women, men who inject drugs, and individuals who have been released from prison within the past two years. The "Stairway to Recovery" Center provides services to individuals in all phases of recovery from alcohol and/or drug abuse, including individuals who are not yet engaged in recovery, those who have relapsed, those in Methadone programs, and those in recovery.

**OuterCape Health Services (OCH)****Provincetown Health Center**

(508) 487-9395 (Office line)

49 Harry Kemp Way

Provincetown, MA 02657

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

OCH is a Joint Commission accredited community health center that offers primary and urgent care to residents and workers in the eight outermost towns on Cape Cod. Associated services include Women's Health and LGBTQ sensitive care. The Teen Clinic, located in Wellfleet, offers teens confidential health care, mental health referrals, STD diagnosis and care, free clinical laboratory testing, and counseling. The Clinic is open by appointment or on a walk-in basis each Friday evening between 5:00 p.m. and 7:00 p.m. The nurse practitioner who directs the Clinic hopes to expand its services to Provincetown in the future.

**Wellfleet Health Center**

(508) 487-9395 x2006 (Office, with extension to nurse practitioner's line)

(508) 349-9103 (TTY)

3130 Route 6

Wellfleet, MA 02667

## **WESTERN MASSACHUSETTS**

### **Mercy Medical Center Health Care for the Homeless (Mercy HCH)**

(413) 748-9064 (Office line for homeless program)

271 Carew Street

Springfield, MA 01104

[www.mercycares.com/pages.asp?id=4348](http://www.mercycares.com/pages.asp?id=4348)

The Mercy HCH program has been an ongoing and expanding effort to identify and serve the health needs of homeless persons in Hampton, Franklin, and Hampshire counties. Health care workers assess individuals' needs, provide them with health and social services, and evaluate the impact of these services on them. Programs that may be appropriate for young people include the GYN clinic, the smoking cessation program, and the mental health clinic. Mercy HCH also offers an integrated primary care and mental health clinic. Services are offered daily throughout the year, with back-up arrangements for 24-hour emergency coverage.

### **Northampton VA Medical Center/Soldier On**

(413) 584-4040 x2288 (Line for information on admission criteria and the application process)

421 North Main Street

Leeds, MA 01053

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

The Soldier On program has a house designed especially for women veterans, where they are provided with medical services and treatment for drug and alcohol addictions.

### **Tapestry Health**

1-800-696-7752 (Toll-free line)

(413)-586-2016 (Regional office line)

296 Nonotuck Street

Florence, MA 01062

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

Tapestry Health provides critical health services across the Pioneer Valley and the Berkshires. Services include breast and cervical cancer screenings, confidential testing for HIV and other STIs, a needle-exchange program, and advice on a wide variety of infertility and birth-control products. Note: Tapestry is one of a few organizations that enroll people in health insurance.

## **Mental Health Services**

### **NATIONWIDE**

### **Department of Veterans Affairs**

1-800-273-TALK (8255) (Toll-free suicide prevention Lifeline)

This Lifeline is run in conjunction with the nation's largest network of crisis call centers. It also handles calls from homeless veterans seeking emergency housing.

**National Alliance for Grieving Children**

1-866-432-1542 (Toll-free number)

<http://childrengrieve.org>

The National Alliance for Grieving Children promotes awareness of the needs of children and teens grieving a death and provides education and resources for anyone who wants to support them. The Alliance also offers a teen division for teens coping with the death of a loved one. Call the toll-free number above to locate a bereavement center near you.

**SAMHSA National Mental Health Information Center**

1-800-789-2647 (Toll-free line)

1-866-889-2647 (Toll-free TDD line)

(240) 221-4021 (Voice line)

(240) 221-4022 (TDD line)

[nmhic-info@samhsa.hhs.gov](mailto:nmhic-info@samhsa.hhs.gov)

SAMHSA's National Mental Health Information Center provides information and referrals on mental health services. Free copies of publications on a range of mental health issues are available. The Center's information specialists answer callers' questions and refer them to federal, state, or local resources for more information and help. The Center offers current information on issues such as prevention, treatment, and recovery services for mental illness and on subjects ranging from advocacy to suicide prevention.

**STATEWIDE****National Alliance on Mental Illness (NAMI–MASS)**

1-800-370-9085 (Referral Hotline)

(781) 938-4048 (Support Group Coordinator)

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

NAMI-MASS offers education and advocacy for people with mental illnesses, but it does not provide direct services. However, NAMI can assist in finding services for low-income or at-risk people with mental health problems. NAMI also offers a program, entitled Family-to-Family, for parents, siblings, and friends of people struggling with mental illness. Family-to-Family offers the latest available information about mental illness and explores ways to deal with feelings that often emerge when a loved one is suffering. In Our Own Voice (IOOV) is an education program developed by NAMI in which two trained consumer speakers share compelling personal stories about living with mental illness and achieving recovery. Throughout an IOOV presentation, audience members are encouraged to offer feedback and ask questions.

**Samaritans**

1-877-870-HOPE (4673) (Toll-free 24-hour Befriending Helpline)

(617) 247-0220 (24-hour Befriending Helpline); (508) 875-4500 (24-hour Befriending Helpline)

<http://samaritanshope.org>

[info@samaritanshope.org](mailto:info@samaritanshope.org)

This service, which is staffed by trained volunteers, provides unconditional and non-judgmental support to people of any age who are alone, depressed, or in crisis. Whatever the challenge or struggle, anyone who is suffering can find a caring ear, eager to listen and understand when he or she calls the Samaritans. In addition, Samaritans offers suicide prevention education to schools and other organizations.

**Samariteens**

1-800-252-TEEN (8336) (Toll-free Teen Helpline)

[www.samaritanshope.org/teen-helpline.html](http://www.samaritanshope.org/teen-helpline.html)

The Teen Helpline provides confidential peer support and understanding to teens who are struggling with feelings of depression, loneliness, and stress. Samariteens is staffed by other teens from 3:00 p.m. to 9:00 p.m. on weekdays and 9:00 a.m. to 9:00 p.m. on weekend days. During all other hours, Samariteens is staffed by trained adults.

## **CENTRAL MASSACHUSETTS**

**TEMPO Young Adult Resource Center (TEMPO YARC)**

(508) 879-1424 (Office line)

68 Henry Street

Framingham, MA 01702

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

TEMPO YARC works with youth ages 17 to 24 who have mental health conditions, a lack of family connections, risky behavior, and/or other issues such as substance abuse and homelessness. TEMPO's diverse staff helps young adults develop goals and become successful, independent members of the community.

**Veterans Inc.**

1-800-482-2565 (24/7 toll-free line)

69 Grove Street (Headquarters office)

Worcester, MA 01605

[www.veteransinc.org/services/health-wellness/](http://www.veteransinc.org/services/health-wellness/)

[info@veteransinc.org](mailto:info@veteransinc.org)

Veterans Inc. offers a wide range of services to young veterans, including a health and wellness program. This program provides physical, mental, and emotional care that helps veterans develop coping mechanisms and supports reintegration into their families and communities. Programs and referrals are also available for non-resident veterans.

**Y.O.U. (Youth Opportunities Upheld), Inc.**

(508) 849-5600 (Office line)

**Worcester Family Center (Main Office)**

(508) 849-5600 (Office line)

81 Plantation Street

Worcester, MA 01604

**Gardner Family Center**

(978) 632-2321 (Office line)

205 School Street

Gardner, MA 01440

**Southbridge Family Center**

(508) 765-9101 (Office line)

52 Charlton Street, Southbridge, MA 01550

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

Y.O.U., Inc. offers psychological and social education programs, therapy, violence prevention programs, and GED help for troubled youth and families. Y.O.U., Inc. Family Centers are located at the three sites listed above.

**Wayside Youth and Family Support Network**

(508) 879-9800 (Main Campus line, including Harbinger House)

1 Frederick Abbott Way

Framingham, MA 01701

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

Wayside's Harbinger House is a short-term, acute care program for adolescents who require an intensive diagnostic evaluation or who might otherwise need psychiatric hospitalization or be at risk of homelessness. Wayside also offers Family Centers and Services, including HomeBase and FamilyWorks, which serve adolescents and families; a Day Treatment Center alternative for teens; and Trauma Intervention Services.

**GREATER BOSTON****Brookline Community Mental Health Center (BCMHC)**

(617) 277-8107 (Office line)

41 Garrison Road

Brookline, MA 02445

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

The BCMHC offers the following programs for high-risk adolescents: two transitional shelters for homeless teens, a substance abuse program, an ongoing program for girls who use relationships to harm rather than nurture, and a school-based program for Brookline High School students in crisis. This school-based program, called Brookline Resilient Youth Taskforce, helps teens re-enter school after serious emotional difficulty.

**Cambridge City Hospital**

(617) 665-1560 (Psychiatric Emergency Services)

1493 Cambridge Street

Cambridge, MA 02139

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

The number above links the caller to the 24-hour emergency room for psychiatric care.

**Cambridge Health Alliance**

(617) 591-6360 (Office line)

26 Central Street

Somerville, MA 02143

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

The Cambridge Health Alliance offers two support services after violence has occurred in the life of a young adult: VAST and VOV. Victim Advocacy and Support Team (VAST) extends hospital-based, alliance-wide victim advocacy and support to crime victims and their families. Victims of Violence (VOV) is a program that includes homicide bereavement support services.

**The Center for Child and Adolescent Development**

(617) 665-3458 (Child and Adolescent Psychiatry Outpatient Services)

(617) 665-1560 (Emergency line)

1493 Cambridge Street

Cambridge, MA 02139



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

The Center offers a wide range of mental health programs operated by the Harvard-affiliated Department of Psychiatry. Services for children and young adults up to age 21 include the following state-of-the-art evaluations and treatments: individual and family treatment, medication management, cognitive-behavioral therapy, pediatric neurology, neuropsychological testing, and group therapy programs. Priority is given to children and adolescents who live in the Cambridge Health Alliance service area: Cambridge, Somerville, Malden, Everett, Chelsea, Revere, and Winthrop.

### **The Children's Room (TCR)**

(781) 641-4741 (Office line)

1210 Massachusetts Avenue.

Arlington, MA 02476

Note: Directions to TCR's Framingham facility can be obtained by calling the Arlington office number above.

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

The Children's Room provides support to children, teens, young adults, and families who have experienced a significant loss, such as the death of a parent, sibling, or child. In addition to its support groups and art and music therapies, TCR offers adolescents the opportunity to participate in the Teen Performance Troupe, which performs original skits and shares stories in schools, colleges, and social service agencies throughout Massachusetts. TCR welcomes all families and individuals regardless of their ability to pay.

### **Community Work Services**

(617) 720-2233 (Office line)

174 Portland Street

Boston, MA 02114

[www.cwsbos.com](http://www.cwsbos.com)

[info@cwsbos.com](mailto:info@cwsbos.com)

Community Work Services offers vocational rehabilitation services, job readiness services, skill assessment, job training, and placement services. The company provides support to young adults who are challenged by physical, emotional, mental, or economic problems. Program hours are 8:00 a.m. to 4:30 p.m. weekdays.

### **Eliot Community Human Services**

(781) 861-0890 (Main office line)

186 Bedford Street

Lexington, MA 02420

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

The Eliot Community Human Services network of facilities offers residential, social, and vocational programs for young people ages 16 to 25. The network also provides patient advocacy services and consultation, education and training, child and family services, and outpatient mental health services. Juvenile Justice Programs are offered for youth ages 12 to 20 who are in the care of the Department of Youth Services.

### **Eliot Community Human Services-Young Adult Vocational Program**

(781) 643-5093 (Office line for information)

75 Pleasant St

Arlington, MA 02476

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

The Young Adult Vocational Program provides a comprehensive array of pre-vocational, vocational, and educational services within a therapeutic environment for youth ages 16 to 26, who have been diagnosed with a mental illness.

### **Erich Lindemann Mental Health Center**

(617) 626-8500 (Main office line)

25 Staniford Street

Boston, MA 02114

The Freedom Trail Clinic of the Erich Lindemann Mental Health Center serves young adults. Office hours are 8:30 a.m. to 5:00 p.m. Monday through Friday.

### **Families for Depression Awareness (FFDA)**

(781) 890-0220 (Office line)

395 Totten Pond Road Office Park, Suite 404

Waltham, MA 02451

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

FFDA helps families recognize and cope with depression and associated mood disorders to get people well and prevent suicides. The organization offers education, support, and advocacy as well as a booklet entitled *Depression and Bipolar Wellness Guide* for young people with depression or bipolar disorder and their parents or guardians. Although FFDA is not a crisis center, a person who needs help may call the following toll-free Lifeline: 1-800-273-8255.

### **Massachusetts General Hospital (MGH) for Child and Adolescent Psychiatry**

(617) 724-5600 (Ask for Child and Adolescent Psychiatry.)

55 Fruit Street

Boston, MA 02114

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

MGH offers psychiatric services for adolescents under the age of 18 years.

### **Samaritans and Samariteens**

1-800-252-TEEN, or 8336 (Toll-free Teen Helpline)

(617) 247-0220 (24-hour Helpline)

(617) 536-2460 (Office line)

141 Tremont Street, 7<sup>th</sup> Floor

Boston, MA 02111

[www.samaritanshope.org/teen-helpline.html](http://www.samaritanshope.org/teen-helpline.html)

Samaritans helps both adults and teens. Samariteens is the youth peer leadership segment of Samaritans that is dedicated specifically to the prevention of suicide among teens. The Teen Helpline provides free, confidential peer support and understanding to teens who are struggling with feelings of depression, loneliness, and stress. The Teen Helpline is answered by trained teens during these hours: 3:00 p.m. to 9:00 p.m. Monday through Friday and 9:00 a.m. to 9:00 p.m. on weekend days. At all other times, the Teen Helpline is answered by trained adults.

### **Sidney Borum, Jr. Health Center**

(617) 457-8140 (Line for setting up an appointment)

130 Boylston Street  
Boston, MA 02116

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

The Borum has a teen drop-in center and offers primary health care, mental health and substance abuse counseling, and behavioral health services to youth ages 12 to 29. The Borum caters to homeless youth, youth living on the street or gang-involved, youth struggling with substances, youth with HIV/AIDS, sex workers, and gay, bisexual, transgender, or questioning youth. Hours are 9:00 a.m. to 5:00 p.m. on Monday and Friday and 9:00 a.m. to 7:00 p.m. on Tuesday, Wednesday, and Thursday. Walk-in clinic hours for health care and urgent mental health care begin after 1:00 p.m. on Friday only.

### **The Trauma Center at Justice Resource Institute**

(617) 232-1303 (General office line)

(617) 232-0687 (Clinical intake line)

1269 Beacon Street  
Brookline, MA 02446

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

The Trauma Center provides comprehensive services to traumatized children and adults and their families. Its mission is to re-establish a sense of safety and predictability in their world. Hours are 9:00 a.m. to 7:00 p.m. Monday through Thursday and 9:00 a.m. to 5:00 p.m. on Friday.

### **Tufts Medical Center (formerly Tufts-New England Medical Center)**

(617) 636-5731 (Outpatient Psychiatry line)

(617) 268-1700 (Referral line at the South Boston Behavioral Health Clinic)

800 Washington Street  
Boston, MA 02111

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

The Department of Psychiatry has inpatient psychiatric units for individuals 18 years and older and also offers outpatient psychiatric services. The South Boston Health Clinic is a satellite psychiatric clinic of Tufts Medical Center and serves adolescents as well as adults.

### **VA Boston Healthcare System/Transitional Residence Utilizing Support and Treatment (TRUST House)**

(857) 364-4149 (Line for information, admission criteria, and application procedure)

150 S. Huntington Avenue  
Boston, MA 02130

TRUST House is a therapeutic residential program that offers affordable housing along with a communal atmosphere in a treatment-focused setting. The Jamaica Plain residence is home for two house managers and seven women veterans who are addressing depression, dissociation, PTSD, or substance abuse. Each resident participates in the daily operations of the house, such as food shopping, cooking, cleaning, and laundry.

## **NORTHEASTERN MASSACHUSETTS**

### **The Psychological Center (TPC)**

1-888-522-1288 (Toll-free line)

(978) 685-1337 (Main office line)

11 Union Street  
Lawrence, MA 01840

[www.psychologicalcenter.com](http://www.psychologicalcenter.com)

TPC consists of an outpatient clinic, the Counseling Center, and a group of inpatient facilities collectively known as the Residential Programs. The Counseling Center is a multi-service bilingual clinic that offers individual and group programs and interventions to people who are experiencing mental health and/or substance use and addiction problems. The Counseling Center offers comprehensive assessments; group, family, and couples therapy; and medication services. When assessment is completed, clients may be treated for trauma and abuse or relapse prevention as well as for diagnoses such as ADHD, bereavement, bipolar disorder, depression, and panic disorder. The Counseling Center is a diverse and family-centered organization and considers cultural dynamics, immigration issues, and assimilation as part of all treatment planning.

## **SOUTHEASTERN MASSACHUSETTS**

### **Bay State Community Services**

(617) 471-8400 (Main office line)

(617) 479-4534 (TTY line)

13 Temple Street

Quincy, MA 02169

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

Bay State Community Services offers both services and programs to communities on the South Shore and in the MetroWest area. Services include First and Second Offender Driver Alcohol Education (DAE) courses; Project Safe, a program addressing domestic violence and its batterers; Child and Family Home-Based Services, including the Family Stabilization (FST) program; Outpatient Services for individuals, couples, and families with issues of mental health and substance abuse; and Residential Services and Day Treatment that provide support to children and families who currently receive services from DMH and DCF. The programs offered by Bay State Community Services include the following: the MassCALL2 Fatal and Non-Fatal Opioid Overdose program, the Narcan Pilot program, and the Tobacco-Free Community Partnership program.

### **Community Care Services**

(508) 821-7777 (Mental health care line in Taunton)

(508) 222-7525 (Mental health care line in Attleboro)

70 Main Street (Main office)

Taunton, MA 02780

#### **Attleboro Center**

(508) 226-6031 (Office line)

200 South Main Street

Attleboro, MA 02703

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

Community Care offers a comprehensive range of mental health and behavioral health care services that include intensive substance abuse services; evaluations for individuals and families in the areas of parenting, substance abuse, and trauma; psychopharmacological evaluation and management; and psychological testing. The Attleboro Center is a short-term therapeutic, residential program for adolescents who are experiencing emotional or psychiatric crisis.

#### **Taunton Center**

(508) 821-7777 (Office line; press 1 for Clinic)

70 Main Street

Taunton, MA 02780

**High Point Treatment Center (HPTC)**

(508) 638-6000 (line for the CASTLE, or Clean and Sober Teens Living Empowered)  
 10 Meadowbrook Road (Men's Addiction Treatment Center), 20 Meadowbrook Road (CASTLE), 30  
 Meadowbrook Road (Brockton Addiction Treatment Center)  
 Brockton, MA 02301

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

HPTC strives to provide therapeutic services for mental health issues. In this way, the Center helps individuals achieve personal change and accept responsibility toward an improved quality of Life. The CASTLE, or Clean and Sober Teens Living Empowered, is a short-term stabilization program for youth ages 13 to 17 with a substance use disorder. Individualized care is provided by an independent treatment team of professionals. Family involvement and family sessions are encouraged as part of the patient's individualized treatment plan. The Brockton Meadowbrook campus also includes the Men's Addiction Treatment Center (MATC) for men who are 18 and older and the Brockton Addiction Treatment center (BATC), where a detoxification unit and clinical stabilization services are offered to men and women who are 18 and older.

**Martha's Vineyard Community Services: Island Counseling Center (ICC)**

(508) 693-7900 (Phone)  
 (508) 693-7192 (Fax)  
 (508) 693-3843 (TTY)  
 111 Edgartown Road  
 Vineyard Haven, MA 02568

[www.mvcommunityservices.com](http://www.mvcommunityservices.com)

[info@mvcommunityservices.com](mailto:info@mvcommunityservices.com)

The Island Counseling Center (ICC) of Martha's Vineyard Community Services is designed for individuals and families overwhelmed by stress, experiencing difficulties in relationships, struggling with addiction, and/or in crisis. Based upon each person's needs, the ICC provides caring behavioral health and substance abuse treatment for the Island community, without discrimination and regardless of ability to pay. Services include psychiatric evaluations, consultation, medication management, outreach, and crisis management.

**Nam Vets Association of the Cape & Islands**

(508) 778-1590 (Office line)  
 569 Main Street  
 Hyannis, MA 02601

[www.namvets.net](http://www.namvets.net)

Nam Vets offers the following services to all veterans: counseling for veterans and their families, including a women's support group; help for individuals with PTSD; stress management and crisis intervention sessions; substance abuse treatment program referrals; a VA supported employment program, including referrals to employment resources, a vocational rehabilitation program, and résumé preparation assistance; transitional and permanent housing assistance; and a food pantry.

## **WESTERN MASSACHUSETTS**

### **Behavioral Health Network (BHN) – Liberty Street Clinic**

1-800-499-1123 (Toll-free line; for clinical emergency, press 7.)

(413) 736-3668 (Crisis line/behavioral health services)

417 Liberty Street

Springfield, MA 01104

[www.bhninc.org/content/bhn-liberty-street-clinic](http://www.bhninc.org/content/bhn-liberty-street-clinic)

BHN provides free information, advocacy, referrals relevant to legal matters, medications, insurance benefits, emergency/crisis services, mental health providers, and rehabilitation services. Hours are 8:30 a.m. to 6:00 p.m. on Monday and Thursday, 8:30 a.m. to 6:30 p.m. on Wednesday, and 8:30 a.m. to 5:00 p.m. on Friday.

### **Center for Human Development (CHD)**

(413) 733-6624 (Main office number)

332 Birnie Avenue (Main CHD office)

Springfield, MA 01107

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

CHD's programs include clinical and outreach therapeutic services, crisis assessment and stabilization, emergency and long-term foster care, and shelter and supportive services to people experiencing homelessness—including runaway youth. The Center offers community-based residential, supported housing; day treatment; and vocational programs. CHD has a wide variety of programs in many different locations throughout Western Massachusetts; please call the main number to find the services you are looking for. Mental health programs include the 90-Day Diagnostic Program, Westbrook Services, and Outpatient Community Clinics.

### **Mental Health Association, Inc. (MHA)**

(413) 734-5376 (Office line)

(413) 785-5288 (TTY line)

995 Worthington Street (Mailing address)

Springfield, MA 01109

[www.mhainc.org/youth\\_services.html](http://www.mhainc.org/youth_services.html)

The MHA has developed an array of services for youth between the ages of 17 and 25. Community residences are transitional sites that foster an individual's mental and physical health, teach skills necessary for independent living, and assist with educational and/or vocational pursuits. Supported housing is a community outreach model that works with individuals who live independently. Priority is given to assisting youth to secure housing that is affordable and safe. Typically, support hours occur during the day and early evening and focus on the activities of daily living. An after-hours, urgent response team is available to individuals in the supported housing model.

### **NAMI-MASS of Western Massachusetts**

1-800-295-2121 (Toll-free number of the National Alliance on Mental Illness of Western Massachusetts)

(413) 733-6661 (24-hour crisis line for Springfield, Holyoke, and Westfield areas)

(413) 774-5411 (24-hour crisis line for Northampton and Franklin County areas)

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

NAMI, or National Alliance on Mental Illness, offers free support, education, referrals, and advocacy to people of all ages with mental health issues. Regular office hours are 9:30 a.m. to 4:30 p.m. Monday through Friday.

**ServiceNet – Outpatient Behavioral Health Clinic**

1-877-984-6855 (Toll-free line for ServiceNet)  
 (413) 586-5555 (Crisis Services: line for emergency)  
 (413) 584-6855 (Office line)

**Franklin County Center**

55 Federal Street  
 Greenfield, MA 01301

**Hampden County Center**

141 East Main Street  
 Chicopee, MA 01020

**Hampshire County Center**

50 Pleasant Street  
 Northampton, MA 01060

[www.servicenet.org/content/adult-behavioral-health-services](http://www.servicenet.org/content/adult-behavioral-health-services)

ServiceNet - Outpatient Behavioral Health Clinic provides life skills training during recovery and encourages life enjoyment. ServiceNet also offers drop-in counseling, job help, and in-home services. Services are usually covered by the mental health benefit of an individual's medical insurance. Those without medical insurance must pay a fee. ServiceNet locations are listed above. Call to make an appointment. Office hours are 8:30 a.m. to 8:00 p.m. Monday through Thursday, 8:30 a.m. to 5:00 p.m. on Friday, and 8:30 a.m. to 4:00 p.m. on Saturday. The office is closed for lunch between 12:30 and 1:30 p.m.

## Substance Abuse Services

### NATIONWIDE

**Federal Substance Abuse and Mental Health Hotline**

1-800-622-HELP or 4357 (National toll-free Hotline)

**Narcotics Abuse Hotline**

1-800-234-0420 (Toll-free Hotline)

The Hotline is a national drug and alcohol support and referral line.

### STATEWIDE

**Alcoholics Anonymous (Eastern Massachusetts)**

1-800-327-5050 (Toll-free Helpline for drug and alcohol abuse)  
 (617) 426-9444 (General information line)  
 (508) 366-0556 (Al-Anon/Ala-teen line)  
 (617) 292-5063 (Helpline for drug and alcohol abuse)  
 12 Channel Street, Suite 604  
 Marine Industrial Park  
 Boston, MA 02210

[www.aa.org](http://www.aa.org) (contains links to all parts of the state)

Alcoholics Anonymous, or AA, is a fellowship of people who share their experiences with one another so that they may solve their own drinking problem and help others to recover from alcoholism as well. There are no



dues or fees; the only requirement for membership is a desire to stop drinking. AA offers weekly meetings throughout the state. Meetings are offered in English, Spanish, and Portuguese.

### **Massachusetts Substance Abuse Information and Education Helpline**

1-800-327-5050 (Toll-free Helpline)

[www.helpline-online.com](http://www.helpline-online.com)

Call the Helpline to find out about substance abuse programs, counseling services, and other resources in MA.

### **Narcotics Anonymous of Eastern and Central Massachusetts and Rhode Island**

1-866-624-3578 (Toll-free line)

900 Main Street

Brockton, MA 02301

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

The website offers information about treatment facilities, phone lines, events, and public education around the disease of addiction.

### **Phoenix House**

1-800-DRUG-HELP/1-800-378-4435 (Line for drug help 24/7)

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

### **Span, Inc.**

(617) 423-0750 (Office line)

105 Chauncy Street, 6<sup>th</sup> Floor

Boston, MA 02111

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

[Info@spaninc.org](mailto:Info@spaninc.org)

Span offers the Criminal Justice Substance Abuse (CJSA) program that provides substance abuse assessment, individual counseling, and group counseling for people on parole or federal probation and for individuals who have been referred by a regional re-entry center. CJSA also provides case management to support the process of transition and treatment. Treatment lasts for a period of 12 weeks, after which long-term aftercare is offered in a group format. Span clinicians provide specialized counseling to clients who are dealing with both mental health and addiction issues.

### **Substance Abuse Services - Massachusetts Department of Public Health, Office of Youth and Young Adult Services**

1-800-327-5050 (Toll-free substance abuse services line)

1-866-705-2807 (Toll-free Central Intake and Care Coordination line)

(617) 624-5381 (Bureau of Substance Abuse Services line)

250 Washington Street, Floor 3

Boston, MA 02108

[www.mass.gov/dph/youthtreatment](http://www.mass.gov/dph/youthtreatment)

The Office of Youth and Young Adult Services provides accessible and affordable substance abuse treatment for youth and their families. Services include community-based outpatient assessment and counseling. The website contains a link to the directory for young adult substance abuse services and information for service providers.

## **CENTRAL MASSACHUSETTS**

### **AdCare Hospital of Worcester, Inc.**

1-800-ALCOHOL or 1-800-252-6465 (Toll-free line to access AdCare)

(508) 799-9000 (Main office line)

107 Lincoln Street

Worcester, MA 01605

[www.adcare.com](http://www.adcare.com)

AdCare provides alcohol and drug abuse treatment to adults 18 or older. It also offers outpatient counseling for youth under age 18. AdCare has a 24-hour inpatient admission and transportation policy.

### **Community Healthlink**

(508) 860-1244 (Line for adolescent detoxification unit)

68 Jaques Avenue

Worcester, MA 01603

[www.communityhealthlink.org/htmlpages/services.htm](http://www.communityhealthlink.org/htmlpages/services.htm)

Community Healthlink offers a youth detoxification program that serves adolescents ages 13 to 17. A typical stay is 10 to 14 days, depending on treatment and the after-care plan.

### **G. B. Wells Human Services Center - Harrington Memorial Hospital**

(508) 765-9167 (Outpatient Behavioral Health Services Center)

(508) 765-2222 (Intake line)

29 Pine Street

Southbridge, MA 01550

[harringtonhospital.org/GBWells/gbwellshome.aspx](http://harringtonhospital.org/GBWells/gbwellshome.aspx)

The Center serves young adults and also has a Child and Family unit, which offers counseling. Office hours are 8:30 a.m. to 8:30 p.m. Monday through Thursday, 8:30 a.m. to 5:00 p.m. Friday, and 8 a.m. to 1 p.m. Saturday.

### **Henry Lee Willis Community Center**

(508) 799-0702 (Information line)

(508) 799-2934 (Willis outpatient line; to schedule an appointment, press 16.)

119 Forest Street (Main office)

Worcester, MA 01609

[www.williscenter.org/about-us](http://www.williscenter.org/about-us)

[info@williscenter.org](mailto:info@williscenter.org)

The Willis Center provides outpatient substance abuse recovery services for adolescents and adults.

### **Hope House, Inc.**

(508) 892-1010 (Office line)

(508) 892-1061 (Intake line)

1601 Main Street

Leicester, MA 01524

Hope House is a safe and fully supervised substance abuse treatment and rehab center. It serves 18- to 24-year-olds who have substance abuse disorders, as well as young adults with co-occurring mental and substance abuse disorders. Hope House is a long-term (30 days or more) residential treatment facility and does not

discriminate based on housing status. It runs a separate program for those in their mid- to late twenties.

### **Jeremiah's Inn**

(508) 755-6403 (Office line)

1059 Main Street

Worcester, MA 01603

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

[info@jeremiahsinn.org](mailto:info@jeremiahsinn.org)

Jeremiah's Inn offers an emergency shelter as well as a residential recovery program that serves homeless men in their twenties or older. In its residential program, Jeremiah's provides a transitional social model with a key focus on issues related to substance abuse and the support services needed to overcome the abuse. In this way, Jeremiah's assists the men in maximizing their ability to live independently as self-sustaining contributors to the community. Jeremiah's also offers a food pantry (The Emergency Nutrition Center) that each household may access once a month for emergency food assistance. Hours are 9:00 a.m. to 2:00 p.m. Monday, Tuesday, Wednesday, and Friday and 11:00 a.m. to 2:00 p.m. on Thursday.

### **L.U.K. Crisis Center, Inc.**

(978) 345-0685 (Main office line)

545 Westminster Street

Fitchburg, MA 01420

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

L.U.K. Crisis Center offers mental health and substance abuse services such as substance abuse assessments; individual and group counseling for teens, adults, and families; and referrals to self-help groups.

### **NORCAP Lodge**

1-800-331-2900 (Toll-free office line)

(508) 543-1873 (Main line)

(508) 698-1104 (Inpatient Services line)

(508) 698-1117 (Intensive Outpatient Evening Treatment Program line)

71 Walnut Street

Foxborough, MA 02035

[www.stewardhealth.org/Norcap-Lodge](http://www.stewardhealth.org/Norcap-Lodge)

NORCAP is a detoxification center that serves both inpatients and outpatients ages 18 and older.

### **Spectrum Health Systems (Westborough Campus)**

1-800-366-7732 (Toll-free line for various programs)

(508) 839-4267 (Spectrum REACH in N. Grafton)

153-155 Oak Street

Westborough, MA 01581

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

Spectrum provides a full continuum of juvenile justice services, ranging from community re-entry centers to fully secure treatment programs. The Westborough campus offers the following programs: primary care detoxification, residential and transitional support, and a women and children's program. Spectrum's *Recovery through Education, Adventure, Commitment and Health* (REACH) program is an experiential, adventure-based, residential program in Grafton, Massachusetts.

**Wayside Youth and Family Support Network**

1-800-4WAYSIDE or 1-800-492-9743 (Toll-free line; central intake and billing for outpatient services)

(508) 879-9800 (Main office line)

(508) 872-3333 (Psychiatric Emergency Services line)

(508) 879-1424 (Line for Tempo Young Adult Resource Center)

(508) 620-0010 (Substance abuse services line)

1 Frederick Abbott Way (Main office)

Framingham, MA 01702-6210

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

Wayside offers a full range of mental health and substance abuse services for children, adolescents, adults, couples, and families. These services include diagnostic assessments, psychological evaluation, medication evaluation and treatment, on-call emergency services, substance abuse evaluation and treatment, and individual, group, and family therapy.

**Young Adult Residential Case Management Program – South Middlesex Opportunity Council (SMOC)**

(508) 620-2300 (Main office line)

(508) 879-4057 (Young Adult Coordinator)

300 Howard Street

Framingham, MA 01702

[www.smoc.org/index.asp?pgid=117](http://www.smoc.org/index.asp?pgid=117)

This program provides structured, sober housing. It services young adults ages 18 to 24. Clients are in early stages of recovery from drug and alcohol addictions and are homeless. The program offers a structure in which residents learn practical skills for leading a healthy, sober lifestyle.

**Youth Opportunities Upheld (Y.O.U., Inc.)**

(508) 849-5600 (Office line)

(508) 849-5600 x221 (Outpatient Director's line)

81 Plantation Street

Worcester, MA 01604

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

Y.O.U., Inc. offers the following programs: counseling referrals, educational services, outpatient and residential programs, and a Family Center with licensed mental health and substance abuse clinics. Y.O.U. is open between 8:00 a.m. and 8:00 p.m. Monday through Friday and on Saturday by appointment.

**GREATER BOSTON****Bay Cove Human Services, Inc.**

(617) 371-3000 (Boston line)

(617) 884-6829 (Chelsea line)

100 Everett Ave. # 4

Chelsea, MA. 02150

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

Bay Cove runs the Chelsea Alcohol and Substance Abuse Program, known as ASAP.

**Bridge Over Troubled Waters**

1-800-RUN-AWAY (1-800-786-2929) (Toll-free line for calls after 5:00 p.m.)

(617) 423-9575 (Office line)

(617) 423-9575 x355 (TTY line)

47 West Street

Boston, MA 02111

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

Bridge provides substance abuse counseling and other services to high-risk, runaway, and homeless youth ages 14 to 24. The office is open Monday through Friday from 9:00 a.m. to 5:00 p.m.

**Casa Esperanza**

(617) 445-7411 (Office line)

(617) 445- 1123 (TTY/Voice line)

291 Eustis Street (Men's program)

245 Eustis Street (Main office)

Roxbury, MA 02119

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

The mission of Casa Esperanza is to help men, women, and families overcome homelessness, recover from alcoholism and addiction, and gain the skills they need to become self-sufficient.

**CASPAR, Inc. ACCESS (A Client Centered Experience Staying Sober) Program**

(617) 661-0600

(617) 492-3939 (Fax)

240 Albany Street

Cambridge, MA 02139

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

The CASPAR ACCESS program, located in CASPAR's Emergency Service Center (ESC), is a twenty-bed transitional program for homeless adults (18 y/o). These individuals are in early recovery from substance abuse, often awaiting a bed in a residential treatment program. Clients participate in treatment groups, case management, and one-on-one counseling.

**CASPAR, Inc. Men's Residential Treatment Programs**

(617) 623-5277

(617) 628-9351(Fax)

16 Highland Ave.

Somerville, MA 02143

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

(617) 776-6036

(617) 628-9351 (Fax)

3 Summit Ave.

Somerville, MA 02143

CASPAR's Men's Residences include two houses, totaling 42 beds, that offer a six to nine month residential program for adult men (20 y/o) experiencing the struggles of early sobriety. Clients receive the building blocks necessary for long-term sobriety through individual and group counseling and community-based self-help groups. Staff provide clients with the tools they need to develop and practice a healthy and fulfilling sober lifestyle while building relapse prevention skills and securing employment.

**CASPAR, Inc. New Day**

(617) 628-8188

(617) 623-7665 (Fax)

242 Highland Ave.

Somerville, MA 02143

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

CASPAR's New Day program was one of the first residential treatment programs for adult (18 y/o) pregnant and parenting women (and their newborns) with substance abuse issues. It offers a supportive, clean and sober treatment experience in an effort to improve birth outcomes for infants, and to support these mothers in leading a sober and healthy life while caring for their babies. More than 400 healthy babies have been born to New Day clients since it opened its doors.

**CASPAR, Inc. Womanplace**

(617) 661-6020

(617) 661-3316 (Fax)

11 Russell St.

Cambridge, MA 02140

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

CASPAR's Womanplace is a 20-bed residential program for adult women (20 y/o) in need of six months of gender-specific residential treatment. It is a safe and nurturing environment where women learn to live clean and sober. In addition to their substance abuse history, many women have serious trauma and abuse histories as well. Others struggle with the loss of their children due to active substance abuse. Womanplace staff provide on-site counseling and referrals to medical, mental health and social services in the community.

**CASPAR, Inc. Youth Services**

(617) 592-6896 (Cell phone)

(617) 628-3850 (Office)

(617) 617-628-6810 (Fax)

5 Middlesex Ave., Suite 307

Somerville, MA 02145

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

CASPAR's Youth Services responds to the alarming rate of substance abuse among school-aged youth. Schools and courts refer youth to CASPAR to determine their extent and pattern of alcohol and/or other drug use – and the level of services that they require. Staff offer youth one-on-one and group substance abuse counseling, referral to treatment, and additional supportive services.

**Central Intake Unit of Addiction Services: Room 5**

1-800-327-5050 (Toll-free line for immediate services)

(617) 534-5554 (Main phone line)

Boston Medical Center

727 Massachusetts Avenue

Boston, MA 02118

Room 5 is primarily a screening area for detoxification. Intake services are available between 7:00 a.m. and 3:00 p.m. Monday through Friday.

**Dimock Detox Program**

(617) 442-9661 (Main office line)

41 Dimock Street (location for detoxification services)

Roxbury, MA 02124

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

Dimock requires an initial assessment over the telephone. The maximum stay varies according to substance. Although there is always someone on duty, admissions hours are in two shifts—7:00 a.m. to 3:00 p.m. and 3:00 p.m. to 11:00 p.m.

**Phoenix House Dorchester Center**

1-800-DRUG-HELP or 1-800-378-4435 (Toll-free line, available 24/7)

(617) 379-1712 (Women and Family program line)

St. Mary's Women and Children's Center

90 Cushing Avenue

Dorchester, MA 02125

[www.phoenixhouse.org/all-locations](http://www.phoenixhouse.org/all-locations) Click on 'Dorchester (Dorchester Center)'

Phoenix House Dorchester Center is a long-term residential family substance abuse treatment facility for women and their children—from newborns to adolescents. The program provides substance abuse treatment that is centered on the women and is trauma-informed. The goal is successful family reunification. The Center also provides referral to social service agencies throughout the Boston area to assist clients with childcare, after-school programs, and co-occurring mental health needs. Note: St. Mary's campus is also home to Phoenix Families' emergency shelter and re-housing program.

**Project ASSERT at Boston Medical Center**

(617) 414-5621 (Nurse Manager in the Emergency Department)

Emergency Department

Yawkey Ambulatory Care Center, 5th Floor

850 Harrison Avenue

Boston, MA 02118

Project ASSERT (Alcohol and Substance Abuse Services, Education, and Referral to Treatment) is a Boston Medical Center Emergency Department service to facilitate patient access to primary care, clinical preventive services, and, when needed, to the drug and alcohol treatment network. Within Project ASSERT, there are several programs: detoxification, when a patient is being treated for acute alcoholism; smoking cessation classes; and alcohol and substance abuse services, which include education and treatment referrals.

**Sidney Borum, Jr. Health Center**

(617) 457-8140 (Main office line)

130 Boylston Street

Boston, MA. 02116

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

The Borum is an outpatient treatment center. For youth ages 12 to 29 with substance abuse problems, the Borum provides counseling and referrals as well as behavioral health and psychiatric services.

**South Boston Community Health Center**

(617) 269-7500 (Main office line)

409 West Broadway  
South Boston, MA 02127

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

The Health Center is an outpatient facility that offers counseling and referrals to youth of all ages.

### **STEP Boston**

(617) 720-0153 (Office line)  
131 Beverly Street (North Station)  
Boston, MA 02114

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

STEP provides outreach and recovery support for people with addictions and also operates the Recovery Support Center in Roxbury. STEP's mission is to provide free recovery services on demand for anyone with an alcohol or drug-related problem. STEP also offers outpatient individual and group counseling, alcohol and other drug (AOD) evaluations, and recovery case management services. Hours are 8:30 a.m. to 6:00 p.m. on Monday, 8:30 a.m. to 8:00 p.m. on Tuesday through Thursday, and 10:00 a.m. to 1:00 p.m. on Sunday.

### **Substance Abuse Services (part of Somerville Mental Health Association)**

(617) 623-3278 (Somerville Mental Health office line, with access to Substance Abuse Services)  
63 College Avenue  
Somerville MA 02144

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

Substance Abuse Services offers individual, group, and family counseling; treatment planning and consultation; medication management; substance abuse treatment; and links to a network of other services. Staff work with a broad range of clients' individual and interpersonal difficulties

## **NORTHEASTERN MASSACHUSETTS**

### **Lowell House, Inc. (LHI)**

(978) 459-8656 (Office line and information)  
555 Merrimack Street  
Lowell, MA 01854

[www.lowellhouseinc.com](http://www.lowellhouseinc.com)

Lowell House provides substance abuse treatment for adolescents, persons with co-occurring mental and substance abuse disorders, persons with HIV/AIDS, and DUI/DWI offenders. Programs include SOAP, or Structured Outpatient Addictions Program, which provides treatment for men and women, some of who are homeless, with substance abuse disorders, and, in some cases, with co-occurring mental health disorders. The Women's Residential Program (Sheehan Program) is an innovative residential program serving chronic substance-abusing women 18 and older. Recovery House, a DPH-funded program, is a halfway home located in downtown Lowell and provides individual and group counseling on issues of addiction and the problems related to it. Hours are 8:00 a.m. to 9:00 p.m. Monday through Thursday, 8:00 a.m. to 4:00 p.m. on Friday, and 8:00 a.m. to 1:00 p.m. on Saturday.

### **Northeast Behavioral Health (formerly Cab Health and Recovery)**

(978) 968-1700 (Executive office line with links to information about various services and treatments)



Zero Centennial Drive  
Peabody, MA 01960

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

[info@nebhealth.org](mailto:info@nebhealth.org)

Northeast Behavioral Health offers the following services for adolescents and young adults: counseling and referrals, an intensive outpatient program, a residential program for boys, and school-based programs, including a prevention program for middle and high school students. In addition, Northeast Behavioral Health provides inpatient detoxification and an overdose prevention and street outreach program that includes Narcan education. Each of the northeast locations—Lowell, Haverhill, Lawrence, Danvers, and Salem—lists a toll-free number and an office number on the website listed above. Hours for calling about services are 8:30 a.m. to 5:00 p.m. Monday through Friday.

### **The Psychological Center (TPC)**

1-888-522-1288 (Toll-free line)

(978) 685-1337 (Main office line)

11 Union Street

Lawrence, MA 01840

[www.psychologicalcenter.com](http://www.psychologicalcenter.com)

TPC consists of an outpatient clinic, the Counseling Center, and a group of inpatient facilities collectively known as the Residential Programs. The Counseling Center is a multi-service bilingual clinic that offers individual and group programs and interventions to people who are experiencing mental health and/or substance use and addiction problems. Residential Programs includes the following: Daybreak Shelter, Pegasus, PEOPLE! Recovery Center, Safe Haven, and Women's View. Daybreak is dedicated to round-the-clock care of indigent, homeless adults, including individuals suffering from diseases of alcoholism and/or drug addiction. The environment at Pegasus reinforces a dry and alcohol-free lifestyle, which includes attitudinal and behavioral changes. PEOPLE! Recovery Center is designed to address various addictions by providing a structured environment that offers peer-led psycho-educational groups and emotional support, service referral, and housing and employment information. Women's View is a six-month substance abuse treatment program for women ages 18 and older.

### **Team Coordinating Agency (TCA)**

(978) 373-3333 (Administrative office line)

(978) 373-1181 x45 (SOAP Program Director's line)

(978) 373-4141 x123 (Line for Program Director of Court Clinic/Forensic Services Division)

P.O. Box 844

76 Winter Street

Haverhill, MA 01831

[www.teamca.net](http://www.teamca.net)

Team Coordinating Agency is a licensed mental health and substance abuse treatment clinic as well as a driver alcohol education program. TCA offers residential and ambulatory services that help people recover from drug, alcohol, and other addictions. TCA's Structured Outpatient Addiction Program (SOAP) serves adolescents ages 12-17 with high-risk behaviors and no positive role models. Treatment is based on cognitive behavioral therapy that is designed to motivate youth to learn and practice healthier behaviors. SOAP for adolescents runs from 4:00 p.m. to 6:30 p.m. each weekday. SOAP for individuals who are 18 and older runs from 9:00 a.m. to 4:00 p.m. each weekday, and participants generally attend for six to eight weeks.

## **SOUTHEASTERN MASSACHUSETTS**

### **Bay State Community Services (BSCS)**

13 Temple Street Quincy, MA 02169 (617) 471-8400 (Main line) (617) 479-4534 (TTY line)	385 Court St., B-1 (Correctional Program site) Plymouth, MA 02360 (508) 830-3910 x359	36 Cordage Park Circle, Suites 305, 305A Plymouth, MA 02360 (508) 830-3444 (Prevention services)
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[www.baystatecs.org](http://www.baystatecs.org)

BSCS is a residential and day treatment program, with particular attention given to vulnerable and high-risk youth (up to age 21) and based on need, regardless of ability to pay. Prevention services include Impact Quincy's MassCALL2 Fatal and Non-Fatal Opioid Overdose program, the Narcan Pilot program, and the Tobacco-Free Community Partnership program. Intervention services include all corrections programs as well as First and Second Offender Driver Alcohol Education (DAE) courses. BSCS offers services at the above locations.

### **Brockton High Point Treatment Center: The CASTLE (Clean and Sober Teens Living Empowered)**

(508) 584-9210 x506 (Nurses station at the CASTLE)  
30 Meadowbrook Road  
Brockton, MA 02301

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

The CASTLE is a new 26-bed treatment facility for youth ages 13 to 17, who are addicted to opiates and other drugs. It is funded by DPH.

### **Center for Community Counseling and Education (CCC&E)**

(508) 668-3223 (Main office line) 32 Common Street Walpole, MA 02081	(781) 331-6113 (Survival Shelter) 549 Columbian Street Weymouth, MA 02190
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[www.baystatecs.org/childfamily/cc&e.html](http://www.baystatecs.org/childfamily/cc&e.html)

The Center for Community Counseling and Education is a comprehensive mental health and substance abuse clinic that specializes in serving youth in Walpole and surrounding communities. The youth division services are designed to provide early intervention to at-risk adolescents and first-time offenders. As a part of Bay State Community Services, CCC&E offers individual counseling and substance abuse help at the above locations.

### **Community Care Services (CCS)**

(508) 821-7777 (Taunton line for Mental Health and Substance Abuse Behavioral Health Clinic)  
(508) 222-7525 (Attleboro line for Mental Health and Substance Abuse Behavioral Health Clinic)  
70 Main Street  
Taunton, MA 02780

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

CCS offers a comprehensive range of mental health and substance abuse services throughout Southeastern Massachusetts. Services include outpatient counseling as well as residential programs that deal with substance abuse through the use of assessment and treatment. CCS provides services to adolescents, including parenting teens, and to young people in their twenties.

**Gosnold on Cape Cod**

1-800-444-1554 (Toll-free line to Help and Admissions)

(508) 540-6550 (General line)

Gosnold on Cape Cod Corporate Office (Send all mail to address below.)

200 Ter Heun Drive

Falmouth, MA 02541

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

[help@gosnold.org](mailto:help@gosnold.org) (Use this email address to find the locations of the Gosnold sites.)

Gosnold offers the following services: medical detoxification and stabilization, inpatient rehabilitation, transitional care, residential treatment, day and evening treatment, and outpatient treatment. Gosnold combines individualized treatment with 12-step principles, group therapy, and family involvement.

**High Point Treatment Center**

(508) 997-0475 (Administrative office line)

(508) 224-7701 (Treatment site line for individuals 18 and older)

1233 State Road

Plymouth, MA 02360

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

The High Point Treatment Center accepts individuals 18 and older who are addicted to alcohol, cocaine, crack cocaine, heroin, or opium. There is a special program for those who have co-occurring mental and substance abuse disorders. High Point maintains sites across Southeastern Massachusetts, including those in Brockton, New Bedford, Plymouth, and Taunton.

**Nam Vets Association of the Cape & Islands**

(508) 778-1590 (Office line)

569 Main Street

Hyannis, MA 02601

[www.namvets.net](http://www.namvets.net)

Nam Vets serves veterans of all eras, not only veterans of the Viet Nam era. It offers the following services: counseling for vets and their families, including a women's support group; help for individuals with PTSD; stress management and crisis intervention sessions; and substance abuse treatment program referrals.

**Seven Hills Behavioral Health (SHBH)****Fall River**

(508) 679-0962 (Office line)

1402 Pleasant Street

Fall River, MA 02723

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

**New Bedford**

(508) 992-0367 (Office line)

589 South First Street

New Bedford, MA 02741

Seven Hills Behavioral Health provides free, anonymous HIV counseling and testing services at its methadone clinics, halfway houses/sober houses, and residential programs and during its mobile van outreach. In addition, SHBH offers a drop-in HIV prevention and education program in New Bedford for women who are active intravenous drug users and for women and men in Fall River who are intravenous drug users with addiction issues and at risk for HIV, other STIs, and Hepatitis. Seven Hills provides Narcan to reverse an opiate overdose and trains users and their families to recognize an overdose and to take appropriate action if one occurs. SHBH maintains DPH-approved kiosks for needle disposal in three locations in New Bedford and Fall River.

**Stanley Street Treatment and Resources (SSTAR) Detox Program**

(508) 675-1054 (Family Health Care Center line)

(508) 679-5222 (Starr Ambulatory Services line with links to various programs and information)

400 Stanley Street (Address for Family Health Care Center)

386 Stanley Street (Address for Starr Ambulatory Services)

Fall River, MA 02720

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

SSTAR is a health care and social service agency that provides a wide range of mental health and substance abuse treatment services. Both residential and outpatient programs are available to provide acute treatment services and dual diagnosis services.

## **WESTERN MASSACHUSETTS**

**The Brien Center**

1-800-252-0227 (Toll-free crisis Hotline)

**The Brien Center: Great Barrington**

(413) 528-9155 (Crisis line for the Great Barrington  
satellite outpatient facility)

60 Cottage Street

Great Barrington, MA 01230

**The Brien Center: Pittsfield**

(413) 499-0412 (Main office line for information; all calls  
answered 24 hours/day, 7 days/week.)

349 Fenn Street (Administrative offices)

333 East Street (Young Adult facility)

251 Fenn Street (Adolescent facility)

Pittsfield, MA 01201

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

The Brien Center provides mental health and substance abuse services to adolescents and young adults living in Berkshire County. The Center promotes recovery and independence by involving the individual and his/her family in the treatment process and using evidence-based practices. The Pittsfield facility provides both outpatient and residential substance abuse services, while the Great Barrington facility offers outpatient services.

**The Carson Center**

(413) 568-6141 (Main office line)

(413) 568-6386 (24-hour crisis line; Westfield Crisis Intervention Program)

77 Mill Street, Suite 251

Westfield, MA 01085

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

The Carson Center provides help with mental health and substance abuse/addiction problems. The Mill Street facility also offers crisis stabilization and respite (over a weekend) services to young adults ages 18 and older.

**Clinical and Support Options Florence Outpatient Clinic**

(413) 586-5555 (Crisis line)

(413) 586-8550 (Main line for Clinic)

10 Main Street

Florence, MA 01062

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

Clinical and Support Options offers addiction and substance abuse services to young adults. Hours are 8:30 a.m. to 8:00 p.m. Monday through Thursday and 8:30 a.m. to 5:00 p.m. on Friday.

**Griswold Behavioral Health Center (part of the Wing Memorial Hospital, Umass Memorial Medical Center)**

(413) 283-7651 (Main line for Wing Memorial Hospital)

(413) 284-5285 (Griswold Center line)

40 Wright Street

Palmer, MA 01069

[www.umassmemorial.org/wing-memorial-hospital/our-care/psychiatry-behavioral-health/griswoldbehavioralhealthcenter](http://www.umassmemorial.org/wing-memorial-hospital/our-care/psychiatry-behavioral-health/griswoldbehavioralhealthcenter)

The Griswold Center is an outpatient facility that provides mental health and substance abuse recovery services for children and adults. Services include addiction recovery programs, self-help groups, an intensive evening addictions rehabilitation program, and a driving-under-the-influence second offenders program. Hours are 8:00 a.m. to 8:00 p.m. Monday through Thursday and 8:00 a.m. to 5:00 p.m. on Friday.

**Phoenix House Academy at Springfield**

1-800-DRUG-HELP or 1-800-378-4435 (Toll-free line, available 24/7)

(413) 739-2440 (Office line)

15 Mulberry Street

Springfield, MA 01105

[www.phoenixhouse.org/all-locations](http://www.phoenixhouse.org/all-locations)

Phoenix House Academy at Springfield is a residential facility that provides individualized substance abuse treatment to adolescent boys, ages 13 to 18. Counselors work with each resident to put together a treatment plan to match solutions to the specific needs of the boy and his family. The educational piece of this three-month program is a high school curriculum based on a customized learning plan developed for each student, whose instruction is overseen five days a week.

**Phoenix House Arbor House Transitional Support Services (Phoenix House Arbor House TSS)**

1-800-DRUG-HELP or 1-800-378-4435 (Toll-free line, available 24/7)

(413) 538-8188 (Office line)

130 Pine Street

Holyoke, MA 01040

[www.phoenixhouse.org/all-locations](http://www.phoenixhouse.org/all-locations)

Arbor House provides services for adult men and women who no longer experience physical withdrawal from alcohol or other drugs but who need a controlled environment to maintain sobriety and learn skills for sustaining recovery. Key components of the program include case management services, a structured daily schedule, and self-help groups. The program typically lasts 30 days, emphasizes each client's strengths and needs, and uses evidence-based principles to address them. During this time, case managers develop comprehensive evaluations on which to build a detailed transition plan that helps clients identify a state-funded long-term residential program.

**Phoenix House Massachusetts Outpatient**

1-800-DRUG-HELP or 1-800-378-4435 (Toll-free line, available 24/7)

(413) 739-2440 x4 (Office line with extension for adult and adolescent outpatient services)

15 Mulberry Street  
Springfield, MA 01105

[www.phoenixhouse.org/all-locations](http://www.phoenixhouse.org/all-locations)

Phoenix House Massachusetts Outpatient provides treatment for adolescents and adults. Clients receive a complete assessment and an individualized action plan. Outpatient services include weekly individual and group sessions; intensive outpatient services are offered five days a week for those who need enhanced treatment but do not require a residential program. This facility also offers mobile outpatient services at locations such as schools, homes, and courthouse.

### **Phoenix House Springfield Center**

1-800-DRUG-HELP or 1-800-378-4435 (Toll-free line, available 24/7)  
(413) 733-2178 (Office line)

5 Madison Avenue  
Springfield, MA 01105

[www.phoenixhouse.org/all-locations](http://www.phoenixhouse.org/all-locations)

Phoenix House Springfield Center is a residential facility that provides substance abuse treatment for men and women, with an emphasis on gender-specific programming. Clients receive treatment in a highly structured setting where they can develop the social and emotional strengths needed to live independent, drug-free lives. While receiving treatment, clients are given an opportunity to develop educational and job skills.

### **Providence Behavioral Health Hospital (Mercy Medical Center's Holyoke campus)**

1-800-274-7724 (Toll-free line for Clinical Assessment Center of the Hospital, with links to detox and substance abuse services)

(413) 536-5111 (Main office line)

1233 Main Street  
Holyoke, MA 01040

[www.mercycares.com/pages.asp?id=514](http://www.mercycares.com/pages.asp?id=514)

The Hospital offers inpatient and outpatient substance abuse services to adolescents and young adults.

### **ServiceNet, Inc.**

1-877-984-6855 (Toll-free line for ServiceNet Outpatient Behavioral Health Center)

(413) 772-2935 (ServiceNet office line)

55 Federal Street  
Greenfield, MA 01301

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

ServiceNet offers substance abuse services and outpatient counseling to adolescent youth and young adults.

### **Sloan Clinic (part of Bay State Medical Center)**

(413) 794-5555 (Central intake line)

(413) 794-8409 (Sloan Clinic and Drivers Alcohol Education Program)

140 High Street  
Springfield, MA 01199

The Sloan Clinic is an outpatient substance abuse counseling service for individuals 18 and older who have substance abuse problems and their family members. Other specialties addressed by the Clinic include compulsive gambling and dual diagnosis issues. Psychiatric evaluation and medication services are available.

## HIV/AIDS Services

### NATIONWIDE

#### **CDC's National Prevention Information Network**

1-800-243-7012 (Toll-free information line in English and Spanish)

The toll-free number listed above provides information on prevention of HIV/AIDS, sexually transmitted infections, tuberculosis, and viral hepatitis. The line is open from 9:00 a.m. to 6:00 p.m. Eastern Time Monday through Friday.

#### **National CDC-INFO**

1-800-232-4636 (Toll-free information line)

1-888-232-6348 (Toll-free TTY information line)

[www.cdc.gov](http://www.cdc.gov)

National CDC-INFO is an anonymous, confidential HIV/AIDS information line in English and Spanish. It provides referrals to appropriate services.

### STATEWIDE

#### **AIDS Action Committee (AAC) Hotline**

1-877-MA-SEXED or 1-877-627-3933 (Toll-free Sexual Health Helpline for young adults)

1-800-235-2331 (Toll-free HIV/AIDS and Hepatitis C Hotline: Referrals to health care providers and information about testing. Many languages are offered.)

1-888-443-4372 (Toll-free Hotline with information about viral hepatitis)

(617) 437-1672 (TTY information line)

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

[www.mariatalks.com](http://www.mariatalks.com) (Young adult website for information about sexuality, sexually transmitted diseases, birth control, emergency contraception, and parenting. Note: Counselors are available.)

AAC offers information and referrals for HIV/AIDS; hepatitis A, B, and C; and sexually transmitted infections. AAC's Health Library contains information about HIV treatment and wellness; help for people with HIV and their partners, family, and friends; the latest progress in AIDS research; information on co-infections and related illnesses, such as STDs and viral hepatitis; and research assistance. The Library also offers printed educational material for distribution, online library access, and other resources.

### CENTRAL MASSACHUSETTS

#### **AIDS Project Worcester (APW)**

(508) 755-3773 (Office line)

85 Green Street

Worcester, MA 01604

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

AIDS Project Worcester is the primary AIDS Services Organization (ASO) in Central Massachusetts. APW



provides a comprehensive range of services to support the medical care and various other services needed by individuals living with HIV/AIDS and those at greatest risk for the disease. All services are offered in English, Spanish, and ASL and are available in both Worcester and Southbridge as well as in the home, hospital, respite settings, detoxification/substance abuse treatment programs, shelters, and various other community settings based on client need. Hours: 8:00 a.m. to 5:00 p.m. Monday through Thursday; 8:00 a.m. to 4:30 p.m. Friday.

### **MOC (Montachusett Opportunity Council) Nutrition and Wellness Services**

(978) 345-4366 (Office line; bilingual)

(978) 343-6259 x264 (Men's Clinic line), x227 (Teen Clinic line)

(978) 878-8300 (Appointment line)

356 B Broad Street

Fitchburg, MA 01453

[www.chcfhc.org/clinics/contact](http://www.chcfhc.org/clinics/contact)

MOC Nutrition and Wellness Services offers weekly walk-in clinics for men, during which they may receive confidential screenings for STIs, diagnostic and treatment services, and confidential HIV testing, counseling, and referral. A walk-in clinic for teens ages 19 and younger occurs each Wednesday from 2:30 to 5:30 p.m. Teen Clinic provides confidential services that include STI testing and treatment and HIV testing and counseling. Also available are pregnancy testing, birth control, and a family planning clinic for which it is necessary to make an appointment. MOC Nutrition and Wellness Services is open from 8:30 a.m. to 5:30 p.m. Monday through Friday, excluding holidays.

## **GREATER BOSTON**

### **AIDS Action Committee (AAC)**

(617) 437-6200 (Main AAC line)

#### **AAC: Boston Office (Main Office)**

(617) 437-6200 (Main AAC line)

75 Amory Street

Boston, MA 02119

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

[info@aac.org](mailto:info@aac.org)

The AIDS Action Committee provides information about HIV/AIDS and other sexually transmitted infections. AAC also offers information and support around risk, testing, treatment, and prevention as well as a wide range of other services. For a more comprehensive description of AAC services, refer to the description under the Statewide AIDS Action Committee Hotline listings.

#### **AAC: Cambridge Office**

(617) 661-3040 (AAC office line)

359 Green Street

Cambridge, MA 02139

### **Boston HAPPENS Program**

(617) 355-2735 (Office HAPPENS line)

Adolescent/Young Adult Clinic

Children's Hospital Boston

333 Longwood Avenue, 5th Floor (Physical address)

300 Longwood Avenue, LO-306 (Mailing address)

Boston, MA 02115

[www.childrenshospital.org/happens/](http://www.childrenshospital.org/happens/)



The Boston HAPPENS Program provides HIV specialty care, primary health care, mental health counseling, and case management and support services to HIV-positive youth ages 12 to 24. The Program also offers free and confidential HIV counseling, testing (20 minutes with Rapid HIV Test), and referral services to youth and young adults in the Boston Metro area, with a strong commitment to serving homeless and urban youth ages 13 and older, specifically youth of color and GLBT youth. HAPPENS staff also offers Post-Exposure Prophylaxis (PEP) treatment and/or follow up to youth with a known HIV exposure, or survivors of sexual assault. Staff can refer youth to several services offered in the Children's Hospital Adolescent Clinic, such as Primary Care, STI testing, family planning, substance abuse treatment and counseling, GYN issues, vaccinations, and mental health services for eligible youth accessing HIV care or prevention services.

### **Community Servings**

(617) 522-7777

18 Marbury Terrace

Jamaica Plain, MA 02130

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

Community Servings is a home-delivered meals program for individuals and families ill with HIV/AIDS. Its expanded mission is to feed people with other acute, life-threatening illnesses.

### **MALE Center (now part of AIDS Action Committee)**

(617) 450-1987 (Office line)

571 Columbus Avenue (near the intersection with Massachusetts Avenue in the South End)

Boston, MA 02118

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

[malecenter@aac.org](mailto:malecenter@aac.org)

The MALE (Men's Action Life Empowerment) Center is a community resource and wellness center for gay and bisexual men. It offers rapid HIV testing, sex life coaching, community support groups, and low-threshold mental health care. It also provides free safer sex materials on site. The Center is accessible by the Orange Line (Massachusetts Avenue Station), the Green Line (Symphony Station, E Train only) and buses #CT1, 1, and 43. Office hours are noon to 4:00 p.m. on Monday and Friday, noon to 8:00 p.m. on Tuesday, Wednesday, and Thursday, and 11:00 a.m. to 5:00 p.m. on the first and third Saturday of each month. The Center provides rapid HIV testing on Monday afternoons from noon to 4:00 p.m. and on the first and third Saturday of each month from 11 a.m. to 5:00 p.m.

### **Peer Support Services (PSS) of Justice Resource Institute**

1-800-201-8282 (Toll-free line to PSS)

(617) 457-8142 x2419 (Program Coordinator)

25 West Street, 4<sup>th</sup> Floor

Boston, MA 02111

[www.jri.org/peer/](http://www.jri.org/peer/)

PSS provides a myriad of peer-led social support activities, including support groups for HIV-positive young adults in their twenties, HIV-positive gay and bisexual men 30 and older, HIV-positive women, and a Magnetic Couples Group, which consists of couples where one partner is HIV-positive and the other is HIV-negative. PSS also collaborates with the Children with AIDS Program (CAP) in its SPARK Center, where HIV-positive youth ages 13 to 24 serve as mentors to younger HIV-positive children in an after-school program.

**Project Trust – Boston Medical Center**

(617) 414-4495 (Information line for Project Trust)

721 Massachusetts Avenue

Boston, MA 02115

Project Trust offers HIV testing, counseling, and primary care for HIV-positive individuals. It also offers free STI screening for asymptomatic individuals. The minimum age for screening and HIV testing is 13 years. Hours are 8:30 a.m. to 5:00 p.m. Monday through Friday. Rapid HIV testing is done between 8:30 a.m. and 4:00 p.m. Monday through Friday.

**Youth On Fire (YOF) (now part of AIDS Action Committee)**

(617) 661-2508 (Office number for information)

1555 Massachusetts Avenue/Epworth Methodist Church, side entrance to Drop-in Center)

Cambridge, MA 02138

[www.aac.org/youth\\_on\\_fire](http://www.aac.org/youth_on_fire)

Youth On Fire is a welcoming and non-judgmental drop-in center for homeless and street-involved youth ages 14 to 24. YOF offers prevention information on HIV as well as on other STDs, hepatitis C, and diseases associated with high-risk behavior. YOF serves hot meals on weekdays between 2:30 p.m. and 5:30 p.m. and offers clean clothing, showers, and laundry facilities. It also provides medical care, counseling, and community resources in order to help as many young people as possible live a healthy lifestyle and remain HIV-negative. Hours are 11:00 a.m. to 8:00 p.m. on Monday; 1:00 p.m. to 6:00 p.m. on Tuesday; and 11:00 a.m. to 6:00 p.m. on Wednesday, Thursday, and Friday.

**NORTHEASTERN MASSACHUSETTS****Cornerstone Wellness Center**

(978) 777-5885 (Office line of Strongest Link; you'll be directed to press 1 for Cornerstone Wellness Center.)

156 Broad Street, Suite 205

Lynn, MA 01902

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

[Office@strongestlink.org](mailto:Office@strongestlink.org)

The Cornerstone Wellness Center of the Strongest Link is the North Shore affiliate of the AIDS Action Committee. The Center offers case management, peer support, housing assistance, legal assistance, mental health counseling, and community meals to individuals living with HIV/AIDS. The Center provides a safe environment that promotes wellness to its clients through a nutrition program, massage, yoga, and meditation. Hours are 9:00 a.m. to 4:00 p.m. Tuesday through Friday.

**Home Health VNA**

1-800-933-5593 (Toll-free line for Merrimack Valley, Northeastern MA, and Southern NH)

1-800-333-4799 (Toll-free intake line)

(978) 552-4444 (In-take line)

360 Merrimack Street, Building 9

Lawrence, MA 01843

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

Most of Home Health VNA's services are home-based through a visiting nurse program. VNA offers case

management services, mental health counseling, and information to HIV-positive adolescents and homeless individuals. Services are provided by nurses, therapists, counselors, and home health aides who work under the supervision of a person's primary care physician.

#### **Northeast Behavioral Health (formerly Health and Education Services)**

(978) 927-4506 (General message; press 5 for the HIV Confidential Education and Testing Program.)

156 Cabot Street

Beverly, MA 01915

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

[info@nebhealth.org](mailto:info@nebhealth.org)

Northeast Behavioral Health offers free, anonymous, and confidential HIV testing. A free clinic is held every Wednesday from 2:00 p.m. to 7:00 p.m.

#### **Team Coordinating Agency (TCA)**

(978) 373-1181 (Main office line: Dial x21 for HIV/AIDS Outreach Coordinator; dial x45 for SOAP Coordinator.)

76 Winter Street

Haverhill, MA 01830

[www.teamca.net](http://www.teamca.net)

TCA offers adolescents and young adults free, anonymous, and confidential HIV testing. TCA also offers a SOAP group for adolescents. Administrative office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

## **SOUTHEASTERN MASSACHUSETTS**

#### **Plymouth AIDS Support Services (P.A.S.S.)**

(508) 747-2189 (Case Manager's line)

(508) 747-2211 (Program Director's line)

(508) 747-5359 (Program Assistant's line)

123-1 Camelot Drive

Plymouth, MA 02360

[www.healthimperatives.com/drhs/pass.php](http://www.healthimperatives.com/drhs/pass.php)

Plymouth AIDS Support Services provides HIV/AIDS counseling and testing as well as case management to young adults. P.A.S.S. provides services to people living with HIV/AIDS as well as support and educational information to their partners, families, and the community. Services include case management and client advocacy, food vouchers and nutritional supplements, and assistance with transportation, housing, and legal issues. P.A.S.S. collaborates with several area AIDS services organizations, such as Father Bill's Place and Adult Family Care, to provide comprehensive HIV/AIDS care. Hours are 10:00 a.m. to 4:00 p.m. on Monday, Wednesday, Thursday, and Friday. Walk-in appointments are available on Fridays.

## **WESTERN MASSACHUSETTS**

### **HIV/AIDS Law Consortium**

(413) 732-0011 (Office line)

425 Union Street, Suite 118

West Springfield, MA 01089

[www.chd.org/index.php/hivaids-law-consortium.html](http://www.chd.org/index.php/hivaids-law-consortium.html)

[hivaidslawinfo@chd.org](mailto:hivaidslawinfo@chd.org)

The mission of the HIV/AIDS Law Consortium is to preserve the human rights of individuals and families affected by HIV/AIDS and to ensure access to effective legal assistance for low-income individuals with HIV/AIDS who reside in Western Massachusetts. The Law Consortium also has the goal of demystifying laws and public policy surrounding HIV/AIDS through educational forums for consumers and service providers. The Law Consortium addresses legal issues concerning housing, benefits, domestic relations, illegal disclosure of HIV status, ID theft, credit issues, consumer protection, and estate planning. Office hours are generally from 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **Tapestry Health**

1-800-696-7752 (Toll-free line for answers to questions about whom to call)

(413) 586-2016 (Administrative office line for general questions)

296 Nonotuck Street (Administrative office open Monday through Friday from 8:00 a.m. to 4:00 p.m.)

Florence, MA 01062

#### **Tapestry Health (Regional Office)**

(413) 586-2016 (Administrative office line)

296 Nonotuck Street

Florence, MA 01062

Hours: 8:00 a.m. to 4:00 p.m. Monday through Friday.

#### **HIV Client Services, La Voz**

(413) 363-9472

130 Maple Street, Lower Level

Springfield, MA 01105

Hours: 10:00 a.m. to 4:00 p.m. Monday through Friday. Note: HIV and other STI testing take place between 7 a.m. and 3 p.m. Office open between 10 a.m. and 4:00 p.m. Monday through Friday.

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

Tapestry Health offers confidential HIV and other STI testing and counseling to youth ages 13 and older throughout the Pioneer Valley and the Berkshires with sites in Greenfield, Springfield, and, for needle exchange, in Northampton. A mobile health unit that serves the Holyoke, Northampton, and Springfield areas offers free HIV testing and counseling in the van itself. Please call the administrative office in Florence for information and guidance to Tapestry services in your area.

#### **HIV Client Services/Greenfield**

(413) 773-8888

80 Sanderson Street

Greenfield, MA 01301

Hours: 10 a.m. to 4:00 p.m. Monday through Friday.

#### **Needle Exchange Program/Northampton**

1-800-696-7752 x164 (Toll-free line)

(413) 586-2539 (General office line)

(413) 586-0310 (Line for information about the Needle Exchange Program)

16 Center Street, Suite 415 (Note: Needle Exchange Program is in Suite 423.)

Northampton, MA 01060

Hours: 9:00 a.m. to 3:00 p.m. Monday through Friday.

## Housing and Shelter Resources

### Drop-In Centers and Outreach

#### CENTRAL MASSACHUSETTS

##### **L.U.K. (Let Us Know) Crisis Center**

800-579-0000 (Toll-free line to Street Outreach)

(978) 829-2363 (Street Outreach)

(978) 345-0685 (Main office line)

545 Westminster Street

Fitchburg, MA 01420

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

L.U.K. in collaboration with the Henry Lee Willis Community Center and the Spanish American Center, operates a street outreach program for runaway, homeless, and street youth in Central Massachusetts. This program offers informal counseling, health information, referrals to health and social service agencies, community activities, crisis intervention, and access to emergency shelter.

##### **Our Father's House (OFH)**

(978) 855-5184 (Line to street outreach workers; 24/7 Homeless Hotline)

(978) 345-3050 (Call this line after 3:00 p.m.)

4 Leighton Street

Fitchburg, MA 01420

[www.ofhshelter.com](http://www.ofhshelter.com)

OFH is a private non-sectarian agency that provides shelter and comprehensive case management services to homeless men and women. The OFH's Street Outreach program consists of outreach workers who strive to build relationships with people living on the streets and to encourage them to use local services and resources. Outreach workers are equipped with food, clothing, hygiene supplies, first aid, and referral information. They assist those with mental health issues, substance abuse, homelessness, and unmet social service needs. Workers in the Street Outreach program focus their efforts in the Montachusett area, where homeless people gather in wooded areas, parks, underpasses, and abandoned buildings. These workers offer referral information, crisis intervention, counseling, and case management to the unsheltered.

#### GREATER BOSTON

##### **Bread and Jams**

(617) 441-3831 (Client services)

(781) 861-0890 (Administrative office at Eliot Community Human Services)

50 Quincy Street

Cambridge, MA 02138

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

Bread and Jams is a self-advocacy drop-in center that offers at-risk and homeless individuals who are 18 and

older assistance in finding housing and employment. It also provides a safe and supportive environment where young adults may address basic needs for hygiene, nutrition, and clothing; access case management; obtain treatment for health, mental health, and substance abuse problems; and get advice for legal issues that preclude their obtaining housing or employment.

### **Bridge Over Troubled Waters Drop-In Center**

(617) 423-9575 (Office line)

(617) 423-9575 x355 (TTY)

1-800-RUNAWAY (after 5:00 p.m.)

47 West Street

Boston, MA 02111

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

Bridge offers a safe environment for 14- to 24-year-olds who need food (breakfast and lunch), a place to shower and do laundry, and someone to talk to. Bridge's outreach workers make contact with street-involved youth and offer them referrals to medical and dental care and transitional housing. There are also a few units for homeless youth in the building itself. Every weekday, the Bridge Mobile/Medical Van makes stops in various Boston neighborhoods to provide youth with basic medical care and referrals. For the Van's schedule, go to the Bridge website. Office hours are 8:30 a.m. to 5:00 p.m. Monday through Friday.

### **Boston Youth Network**

(617) 569-3221 x31 (Network office line)

68 Central Square

East Boston, MA 02128

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

Boston Youth Network is a free after-school program for at-risk youth ages 12 to 21 in East Boston. The Network offers the skills youth need to succeed academically and in life. Eighty percent of participants are low-income youth of color, who are largely newly-immigrated Latinos. The Network is also a resource for providers serving youth at high risk in Boston. These youth may be court-involved, truant, chronic substance abusers, homeless, pregnant, or parenting. They also may be struggling in school or dropping out, having difficulty with parents, or suffering from the trauma of violence. An excellent user-friendly resource is the *Boston Youth Survival Guide*, available free online and designed to help youth find the services they need to be safe and healthy.

### **Cambridge Women's Center**

(617) 354-8807 (Helpline)

(617) 354-6394 (Office line)

46 Pleasant Street

Cambridge, MA 02139

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

[info@cambridgewomenscenter.org](mailto:info@cambridgewomenscenter.org)

Cambridge Women's Center is an anti-racist community center for women fighting against all forms of oppression. It is a safe space for women in crisis and offers free Internet and computer access. There is a small kitchen facility containing donated food products with which to prepare a light meal or snack. Volunteers help with job searches and finding transitional housing. The Helpline provides crisis intervention and peer support counseling; these services are also offered in person at the Center.

**CASPAR, Inc. FirstStep Community Outreach**

(617) 592-6895 (Cell phone)

(617) 628-3850 (Office)

(617) 617-628-6810 (Fax)

5 Middlesex Ave., Suite 307

Somerville, MA 02145

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

CASPAR's FirstStep outreach team offers life-saving alternatives to unsheltered homeless men and women (18 y/o and older, though staff will refer homeless teens to appropriate resources) who are affected by substance abuse and other complications associated with life on the streets. Staff engage persons where they are and connect them with the services that they need. Hours of operation: Monday – Friday, 8:00 a.m. to 12:00 a.m. (primarily on foot from 8:00 a.m. to 4:00 p.m., and primarily in a vehicle from 4:00 p.m. to 12:00 a.m.).

**Ecclesia Ministries/*common cathedral***

(617) 247-4927 (Information and message line)

P.O. Box 51003

Boston, MA 02205

[www.ecclesia-ministries.org](http://www.ecclesia-ministries.org)

[info@ecclesia-ministries.org](mailto:info@ecclesia-ministries.org)

Ecclesia Ministries is an ecumenical church community that engages the homeless, the privileged, service providers, and the clergy in activities that work to meet the physical, social, emotional, and spiritual needs of homeless people in Boston. Ecclesia Ministries/*common cathedral* ministers are on the street daily to make contact, to make referrals to social service agencies, and to offer outdoor worship services and other help to homeless men and women.

**Esperanza Cristiano Ministerios/Christian Hope Ministries**

(617) 466-0032 (Access to drop-in center)

738 Broadway (Basement entrance: "A Place Called Home")

Chelsea, MA 02150

[Ortega\\_ror5@yahoo.com](mailto:Ortega_ror5@yahoo.com)

This resource and drop-in hospitality center is a safe space that fosters conversation in both English and Spanish and welcomes people of all faiths and abilities. The center offers food and clothing, literacy classes, a religious support system, and daytime shelter. It is open on Monday and Wednesday between 8:00 a.m. and 1:00 p.m., on Friday from 8:00 a.m. to 5:00 p.m., and on Saturday from noon to 2:30 p.m. During Saturday hours, there are religious services at 1:00 p.m., a soup kitchen, and food for participants to take home.

**Hope Fellowship Church**

(617) 868-3261 (Office line for information)

16 Beech Street (Porter Square)

Cambridge, MA 02140

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

The Homeless Ministry of Hope Fellowship Church offers the following services: a Sunday drop-in at the church, during which homeless youth may obtain clothing, a haircut, and showers, and the Hope Café, a free luncheon on the last Saturday of each month, beginning at 12 noon. A team of volunteers at Hope is part of the Starlight Cooking Ministry, which cooks each Tuesday night to provide the warm food and beverages that



the Streetlight Outreach volunteers give away each Wednesday evening beginning at 8:00 p.m. in Harvard, Davis, and Porter Squares. Streetlight Outreach also offers clothing and counseling at this time.

### **Oasis Coalition of Boston**

(617) 981-5771 (Office line on which to leave name and number for a return call)

140 Bowdoin Street

Boston, MA 02108

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

[info@oasiscoalition.org](mailto:info@oasiscoalition.org)

The Oasis Coalition is a group of people and organizations who seek to support, empower, and give voice to the homeless and poor of Boston. The Coalition offers an opportunity to be part of a safe, non-threatening community experience by providing programs that inspire and nurture dignity and respect. Programs include occasional meals, a weekly book group, and the Women's Project. The Women's Project offers a safe space where women can share snacks and conversation, participate in arts and crafts projects, watch movies, and play games one morning each week. (The hope is to expand these meetings to three days a week.) From time to time, social service agencies host gatherings to share opportunities for services in the following areas: housing, health, recreation, and domestic violence issues.

### **On the Rise, Inc.**

(617) 497-7968 (Office line)

(617) 497-7887 (TTY)

341 Broadway Avenue

Cambridge, MA 02139

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

[info@ontherise.org](mailto:info@ontherise.org)

On the Rise is a day program for homeless and at-risk women. Breakfast and lunch are served, and women have access to private showers and phones. A guest may receive mail and up to \$20 for specific individual needs. Clean clothing is available, as is a quiet place to read and nap. There is no clean and sober policy. On the Rise runs a wellness program that focuses on creative activities such as writing and art projects; its advocate team offers information for finding transitional or permanent housing. First-time visitors should call the office ahead or stop by between 8:00 a.m. and 2:00 p.m. Monday through Saturday.

### **Rosie's Place**

(617) 442-9322 (Office line)

889 Harrison Avenue

Boston, MA 02118

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

Rosie's Place offers the following services to poor and homeless women: daily lunch and dinner; the use of showers, lockers, phones, and computers; referrals to services such as mental health treatment, substance abuse treatment, and primary and mental health care; and job placement. Rosie's also offers guests an opportunity to participate in the Women's Craft Cooperative (WCC), where women are introduced to skills such as jewelry-making and to the basics of merchandising. Guests can then sell their products to the public. Staff members represent English, Spanish, and Haitian-Creole speakers.



**St. Francis House**

(617) 542-4211 (Office line)

39 Boylston Street

Boston, MA 02116

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

St. Francis House is a comprehensive day shelter with basic and emergency services, rehabilitative programs, job skills training, and transitional housing for poor and homeless men and women.

**StandUp For Kids – Boston**

(617) 956-2615 (Administration phone line)

(617) 869-5094 (Outreach phone line)

P.O. Box 121-002

Boston, MA 02112

[www.standupforkids.org/boston](http://www.standupforkids.org/boston)

[boston@standupforkids.org](mailto:boston@standupforkids.org)

StandUp For Kids is an on-the-street outreach program that focuses on empowering homeless and at-risk youth. It offers outreach, including educational assistance and life skills, to youth in Boston and Cambridge.

**Women's Lunch Place**

(617) 267-1722 (Office and information line)

67 Newbury Street (Corner of Berkeley Street)

Boston, MA 02116

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

At Women's Lunch Place, breakfast and lunch, showers, laundry, and clothing are available to young women as well as to women and their children (16 years and under). Women's Lunch Place offers assistance in accessing employment opportunities, medical and mental health services, and substance abuse treatment programs. Women's Lunch Place staff often accompany an individual to her destination and facilitate self-advocacy. Women's Lunch Place is open from 7:00 a.m. to 2:00 p.m. Monday through Saturday.

**Youth on Fire (YOF)**

(617) 661-2508 (Office Line for Youth on Fire)

(617) 661-3040 (Office line for AIDS Action Committee, the umbrella organization of YOF)

1555 Massachusetts Avenue

Cambridge, MA 02138

[www.aac.org/youth\\_on\\_fire](http://www.aac.org/youth_on_fire)

The YOF drop-in center for 14- to 24-year-olds offers showers, food, counseling, clothing, sleeping bags, laundry, free voice mail, computer use, and art supplies. YOF also provides information about HIV, STI, and hepatitis C prevention. The center is open Monday, Wednesday, Thursday, and Friday from 11:30 a.m. to 6:00 p.m. and Tuesday from 1:30 p.m. to 6:00 p.m. Meals are served from 2:30 p.m. to 5:30 p.m.

**NORTHEASTERN MASSACHUSETTS****Journeys of Hope, Inc. (JOH) at The First Universalist Church**

(978) 500-7478 (Office line; leave a message.)

211 Bridge Street  
Salem, MA 01970

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

JOH serves homeless youth between the ages of 18 and 23. Its goal is to assist the youth in moving from a homeless lifestyle to one of sustained shelter through healthy choices and productive behaviors. JOH strives to meet the basic needs of homeless young adults by providing food, including a meal at breakfast; clothing; access to basic hygiene needs; referrals to medical services; access to educational resources; and referrals to legal assistance. Case managers work one-on-one to define and work toward an individual's goals.

### **United Teen Equality Center, Inc. (UTEC)**

(978) 441-9949 (Office line and information)

34 Hurd Street  
Lowell, MA 01852

[www.utec-lowell.org](http://www.utec-lowell.org)

UTEC's program model begins with street workers, who identify out-of-school, homeless, gang-involved, and/or criminally-involved 16- to 21-year-olds. Workers then pair youth with a transitional coach who works with them on a wide-ranging set of goals, which includes workforce development and alternative education. Youth acquire training and enrichment through the Education Center, where coaches prepare them to take the GED or ADP, and the Enrichment Center, open to all Lowell youth ages 15 to 23. The Enrichment Center offers mixed media, athletics with indoor basketball courts, special events, and a leadership training program called Organizing and Social Justice. All UTEC programming emphasizes social justice and civic engagement, which can lead youth to trade violence and poverty for social and economic success.

## **SOUTHEASTERN MASSACHUSETTS**

### **Esther R. Sanger Center for Compassion**

(617) 471-7075 (24-hour crisis and referral Hotline)

(617) 847-6967 (Office line for information)

282 Billings Road  
Quincy, MA 02170

[sangercenter@comcast.net](mailto:sangercenter@comcast.net)

The Esther R. Sanger Center is a Christian faith-based outreach agency whose mission is to serve the needs of the hungry, the hurting, and the homeless. The Center achieves its mission by offering free noontime meals each weekday in Quincy Center (in basement of the Church of the Presidents, which is also called United First Parish Church, 1306 Hancock Street, Quincy Center), delivering free groceries to the homes of the hungry who cannot access other food pantries because of a disability, operating a 24-hour Hotline, and offering homeless women with young children a residential program in which educational and social services assist students in achieving long-term positive changes in their lives and gaining financial independence.

### **Nam Vets Association of the Cape & Islands**

(508) 778-1590 (Office line)

569 Main Street  
Hyannis, MA 02601

[www.namvets.net](http://www.namvets.net)

Nam Vets serves veterans of all eras, not only veterans of the Viet Nam era. It offers counseling for vets and their families; help for individuals with PTSD; stress management and crisis intervention sessions; substance abuse treatment program referrals; a VA supported employment program, including a vocational rehabilitation program and résumé preparation assistance; housing assistance; and a food pantry.

## **WESTERN MASSACHUSETTS**

### **DIAL/SELF Youth and Community Services**

(413) 774-7054 (Ask for TeenLine director.)

16 Miles St.

Greenfield, MA 01301

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

DIAL/SELF offers outreach and shelter to non-system-involved homeless or runaway youth ages 17 to 21 in the North Quabbin region. DIAL/SELF also provides TeenLine, an outreach service for 15- to 21-year-old youth in schools, at community meals programs, and on the street. DIAL/SELF operates food pantries and drop-in programs in Greenfield and Orange and provides emergency housing through the NightOwl, a year-round teen warming center.

### **ServiceNet**

(413) 585-1300 (Office line)

129 King Street

Northampton, MA 01060

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

ServiceNet offers drop-in counseling, job search assistance, supportive housing, and referrals for obtaining medical and mental health care. Hours are 8:30 a.m. to 5:00 p.m. Monday through Friday.

### **YWCA of Western Massachusetts**

(413) 586-6807 (Office line)

6 Myrtle Street

Northampton, MA 01060

The YWCA of Western Massachusetts offers outreach to non-system-involved in-school or out-of-school youth who are 16 to 21 and in need of supportive services related to their educational or vocational goals.

## **Emergency Shelters**

Many of the following shelters serve homeless people in general and do not focus entirely on young adults. However, for most adult shelters, individuals who are at least 18 are eligible. These shelters also may be used as resources for referrals to other young adult agencies.

## **CENTRAL MASSACHUSETTS**

### **Jeremiah's Inn**

(508) 755-6403 (Office line)

1059 Main Street

Worcester, MA 01603

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

Jeremiah's Inn offers an emergency shelter as well as a residential recovery program that serves homeless men in their twenties (and older). In its residential program, Jeremiah's provides a transitional social model with a key focus on issues related to substance abuse and the support services needed to overcome the abuse. In this way, Jeremiah's assists the men in maximizing their ability to live independently as self-sustaining contributors to the community. Jeremiah's also offers a food pantry (The Emergency Nutrition Center) that each household may access once a month for emergency food assistance. Hours are 9:00 a.m. to 2:00 p.m. Monday, Tuesday, Wednesday, and Friday and 11:00 a.m. to 2:00 p.m. on Thursday.

### **Our Father's House (OFH)**

(978) 855-5184 (24/7 Homeless Hotline/street outreach worker)

(978) 345-2256 (Office line); (978) 345-3050 (Call this line after 3:00 p.m.)

4 Leighton Street (Administrative office)

Fitchburg, MA 01420

[www.ofhshelter.com](http://www.ofhshelter.com)

OFH is a private non-sectarian agency that provides shelter and comprehensive case management services to homeless individuals. By treating each guest with respect and providing an array of needed services, OFH strives to help guests become self-sufficient. The Emergency Shelter on Lunenburg Street is a dry, temporary shelter for homeless men. It offers a stay of up to 90 days, regular meals, housing search assistance, and advocacy services. During their stay, guests are expected to look for full-time employment, and case managers provide assistance with needs assessment and goal planning.

## **GREATER BOSTON**

### **Bridge Over Troubled Waters**

(617) 423-9575 (Office line to get information and to make an appointment)

(617) 423-9575 x355 (TTY, to get information and to make an appointment)

47 West Street

Boston, MA 02111

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

The Bridge shelter provides homeless young adults with a supportive and guided path to stable housing that is tailored specifically to their developmental stages, needs, and barriers. For more information, please call the Bridge office at the number above.

### **Boston Rescue Mission – Kingston House**

(617) 338-9000 (Office line)

39 Kingston Street

Boston, MA 02111

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

The Kingston House, open 24 hours per day, 7 days per week, supports the recovery, health, faith, and independence of those with a history of substance abuse, incarceration, and homelessness. Office hours are 8:30 a.m. to 5:00 p.m. Monday through Friday.

**CASPAR, Inc. Emergency Service Center (ESC)**

(617) 661-0600

(617) 492-3939 (Fax)

240 Albany Street

Cambridge, MA 02139

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

CASPAR's ESC is a 24-hour emergency shelter for adult (18 y/o) residents of Cambridge, Somerville, Arlington, Belmont and Watertown. The shelter offers meals, showers, laundry, and case management services to active substance abusers.

**First Church Shelter of First Church Cambridge**

(617) 661-1873 (Main line for shelter)

11 Garden Street

Cambridge, MA 02138

[www.firstchurchcambridge.org/shelter](http://www.firstchurchcambridge.org/shelter)

First Church Shelter provides a safe, comfortable shelter for 14 sober, homeless men. Guests have access to two meals, showers, and storage facilities for their belongings.

**Harvard Square Homeless Shelter (University Lutheran Shelter, or UniLu)**

1-888-656-3414 (Toll-free line)

(617) 547-2841 (Main line for shelter)

66 Winthrop Street

Cambridge, MA 02138

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

[www.unilu.org/programs/shelter/](http://www.unilu.org/programs/shelter/)

Homeless young adults generally appreciate the student-run program at UniLu, which is open from 7:00 p.m. to 8:00 a.m. on the evening of November 15 to the morning of April 15. Call at 7:30 a.m. until 8:00 a.m. to enter the lottery for the 14-night beds. To find out whether his/her lottery number was picked, a young adult must call back between 8:05 a.m. and 8:30 a.m. or between 7:00 p.m. and 9:00 p.m. Check in by 9:00 p.m., or arrive by 11:00 p.m. if you have notified the shelter of a work-related delay. Call at 9:30 p.m. to check for any leftover beds for a single night. Work contracts with the shelter are available as part of a transitional housing program. UniLu offers meals to guests as well as the use of laundry facilities and computers with Internet connection. Blankets and food are available at the door for non-guests.

**Heading Home**

(617) 864-8140 (Office line)

99 Bishop Richard Allen Drive (Administrative office)

Cambridge, MA 02139

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

Heading Home provides emergency shelter, housing, and supportive services for more than 1500 homeless and low-income people/year. Its mission is to end homelessness in the lives of individuals and families in Greater Boston by providing housing in conjunction with effective support services to change the conditions that created homelessness. Heading Home offers emergency shelter for 21 clean and sober individuals ages 18 and older. Temporary shelters are located at the following Cambridge sites: 109 School Street, 479 Concord Avenue, 265 Rindge Avenue, and 22 Lopez Avenue.

**New England Center for Homeless Veterans**

(617) 371-1800 (Main office line)

(617) 371- 1772 (Director's line)

17 Court Street

Boston, MA 02108

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

The New England Center for Homeless Veterans serves homeless men and women veterans who are addressing issues of addiction, PTSD, mental illness, and/or unemployment. The Center provides temporary housing as well as a Model Apartment Program, which offers the skills and training needed to obtain and maintain permanent housing in the community. It also offers transitional programs, individualized treatment plans, addictions services, job fairs, recreational activities, and health care.

**Phoenix Families**

1-800-DRUG-HELP or 1-800-378-4435 (Toll-free line, available 24/7)

St. Mary's Women and Children's Center

90 Cushing Avenue

Dorchester, MA 02125

[www.phoenixhouse.org/all-locations](http://www.phoenixhouse.org/all-locations) Click on 'Dorchester (Phoenix Families)'

Phoenix Families offers women and their children a welcoming place to stay as they transition to safe, sustainable housing and achieve economic independence. Staff members help mothers build the life skills and support networks necessary to create a better future for themselves and their children. Support services designed for women as well as for pregnant and parenting teens include education and job training, parenting and nurturing programs, and bi-weekly onsite visiting nurse services. Note: St. Mary's campus is also home to Phoenix House Dorchester Center's substance abuse treatment facility.

**Pine Street Inn**

(617) 892-9100 (Phone line for general information)

444 Harrison Avenue

Boston, MA 02118

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

The Pine Street Inn, open 365 days a year, provides shelter for 700 men and women each night. The Inn's outreach workers offer food, clothing, blankets, and health care to those who prefer not to use the shelter.

**Pine Street Inn Women's Inn**

(617) 892-9306 (Office line)

363 Albany Street

Boston, MA 02118

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

[info@pinestreet.org](mailto:info@pinestreet.org)

The Women's Inn is open to all women 18 and older, 24 hours a day, 7 days a week. It offers job training and job readiness programs in which participants learn both the vocational skills and attitudinal skills needed to find and maintain employment.

**ReVision House-Victory Programs**

(617) 825-8642 (Main phone line)

38 Fabyan Street  
Dorchester, MA 02124

[www.vpi.org/Farm/Shelter.htm](http://www.vpi.org/Farm/Shelter.htm)

ReVision House provides emergency and transitional shelter for homeless young families in the process of recovering from the trauma of homelessness. It offers the following services: parenting classes, a job training program, and GED preparation. The acre of land across the street from ReVision House is planted in fruits and vegetables, which are tended by some of the residents. Half of all the produce grown on the farm goes to families in ReVision House; the other half is a CSA, whose 75 shares are sold to the public.

### **Rosie's Place**

(617) 442-9322 (Office and information line with English and Spanish options)

889 Harrison Avenue  
Boston, MA 02118

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

Rosie's Place offers overnight beds to poor and homeless women ages 18 and older for up to 11 weeks. Rosie's also works to stop the cycle of chronic homelessness by providing a support system of referrals for primary health care, mental health treatment, medicines, and substance abuse treatments.

### **Salvation Army - Cambridge Corps**

(617) 547-3400 (Office line)

402 Massachusetts Avenue  
Cambridge, MA 02139

[www.use.salvationarmy.org](http://www.use.salvationarmy.org)

The Salvation Army's Cambridge Corps location offers a drop-in day shelter, an overnight shelter, and a 90-day counseling program partnered with housing. Transitional and independent housing is also available. Note: The Salvation Army houses only sober men.

### **Sancta Maria**

(617) 423-4366 (Office line)

11 Waltham Street (South End)  
Boston, MA

Sancta Maria is a safe space for 10 women ages 18 and older. The women may stay for seven days each month between 7:00 p.m. and 8:00 a.m., during which they are offered snacks and a full breakfast before they leave each morning. Note: Sancta Maria houses only sober guests.

### **The Shattuck Shelter**

(617) 983-0351 (Office line)

Shattuck Hospital  
170 Morton Street  
Jamaica Plain, MA 02130

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

The Shattuck Shelter, formerly run by hopeFound and now part of Pine Street Inn, offers year-round overnight shelter and support for 110 guests: 88 males and 22 females. Guests receive meals, access to shower and laundry facilities, and support from mental health counselors, nursing staff, and case managers for substance abuse treatment and placement in housing.

**Somerville Homeless Coalition Adult Shelter**

(617) 623-6111 (Office line)

(617) 623-2546 (Shelter line)

(617) 776-7687 (Line for food pantry)

1 Davis Square (Administration and Housing Services located in basement)

Somerville, MA 02144

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

The Somerville Homeless Coalition offers the following services: emergency shelter, case management, and food and housing services.

**St. Patrick's Shelter-Catholic Charities**

(617) 628-3015 (Office line)

270 Washington Street

Somerville, MA 02143

[www.ccab.org/patricks.html](http://www.ccab.org/patricks.html)

St. Patrick's houses sober women ages 18 and older on a night-by-night basis, in addition to its transitional program for 10 women at a time. Transportation is provided; a van leaves from 19 Brookline Street in Central Square, Cambridge, at 4:00 p.m. each day.

**Travelers Aid Family Services (TAFS)**

(617) 542-7286 (Main phone line for information and operator)

(617) 635-4500 (Mayor's Hotline: Use to reach Family Emergency Shelter program on weekends and after 5:00 p.m. on weekdays.)

727 Atlantic Avenue

Boston, MA 02111

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

TAFS provides temporary emergency shelter, placing families in motels while they pursue longer-term solutions. It also provides transitional and permanent housing when families need shelter for longer periods of time in order, for instance, to access job training, search for permanent housing, or stabilize a child's education or medical condition. TAFS has developed a Continuum of Care program that works with different service areas to focus on the immediate goal of helping families achieve a better quality, independent life while working toward the ultimate goal of ending family homelessness. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday in the administrative offices and 8:30 a.m. to 4:30 p.m. Monday through Friday in the program offices.

**United Homes Shelter/Pilgrim Church** (known by guests as the Pilgrim Church Shelter)

(617) 265-4516 (Shelter line)

(617) 436-2588 (Shelter line)

(617) 282-0456 (Church office line)

540 Columbia Road

Dorchester, MA 02125

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

The Pilgrim Church Shelter is a safe place for unaccompanied homeless men. According to the shelter's Director, there are between 120 and 140 men sheltering there on any given night. The shelter offers its guests food, cots with blankets for use in the shelter, clothing, showers, first-aid, and transitional and other supportive services. Evening transportation to the shelter arrives at 5:30 p.m. and at 6:00 p.m. at the intersection of



Allstate Road and Massachusetts Avenue and around 6:45 p.m. at Woods Mullen Shelter, located near the Boston Medical Center at Melnea Cass Blvd. and Massachusetts Avenue. During the winter months, Pine Street Inn sends its van over to the Pilgrim Church Shelter. Morning transportation to Boston is provided between 5:00 a.m. and 6:00 a.m.

**Woods Mullen Shelter (also known as The Boston Public Health Commission)**

(617) 534-7100 (Office line)

794 (Rear) Massachusetts Ave.

Boston, MA 02118

[www.bphc.org/programs/homeless/emergencyshelter/Pages/Home.aspx](http://www.bphc.org/programs/homeless/emergencyshelter/Pages/Home.aspx)

Woods Mullen Shelter is an emergency shelter that provides food, emergency clothing, health care, and case management services for adults ages 18 and older who are in need. Woods Mullen has 190 beds, which are given out on a first-come, first-serve basis beginning at 4:00 p.m. Woods Mullen also offers mail services, substance abuse support, medical and mental health services and referrals, and a work experience program. The shelter is located at Melina Cass Blvd. & Massachusetts Ave. near the Boston Medical Center.

## **NORTHEASTERN MASSACHUSETTS**

**Emmaus, Inc.**

(978) 241-3500 (Main office line)

150 How Street

Haverhill, MA 01830

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

Emmaus, Inc. serves all people in need: the homeless, disadvantaged, disabled, unemployed, and oppressed. Its Emmaus Family House serves up to 15 families at one time; they receive counseling, referrals to outside agencies, and housing search assistance. Mitch's Place provides overnight emergency shelter for single men and women. Bethel Transitional Apartments provide transitional housing and case management to formerly homeless women and their children. Families live in their own apartments for up to two years while they participate in job training at the Bethel Business Center and learn to be self-sufficient. Participants are trained in office, computer, and customer service skills. The Business Center also offers assistance in GED preparation, job readiness, and job placement. Once a participant is employed and stabilized in a job, the case manager assists the family in finding permanent housing. Emmaus also sponsors and manages other housing units with supportive services in the Haverhill area. These include Emerson Street Apartments for homeless disabled individuals, Gilead House for mentally ill adults, Jericho House for chronically homeless men and women, and Winter Street Apartments for homeless women with disabilities.

**Lowell Transitional Living Center (LTLC)**

(978) 458-9888 (Office line)

205-209 Middlesex Street

Lowell, MA 01852

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

[casemanager@ltcl.org](mailto:casemanager@ltcl.org)

[meals@ltcl.org](mailto:meals@ltcl.org)

LTLC provides emergency and transitional shelter to single adults, a winter program that expands bed capacity

by 45 beds, and single room units for 12 individuals enrolled in the Supportive Housing Program. LTLC also serves daily meals to those living on the streets and to low-income people who are not homeless. At the heart of the LTLC organization is the Case Management Program, which involves collaboration between case workers and those who seek help. Together, they develop a plan that will lead to employment and housing. Outreach workers develop relationships with individuals on the street and encourage them to come to LTLC for access to health services as well as referrals and transportation to rehabilitative facilities that treat alcoholism and drug addiction. LTLC also has an active GED program that takes place at the Middlesex Street facility.

### **Lynn Shelter Association (LSA)**

(781) 581-0739 (Administrative office line to access various shelters and programs)

91 Liberty Street (Administration building)

Lynn, MA 01901

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

LSA provides shelter and support services to homeless individuals and families. The following shelters and programs in the Greater Lynn area offer various types of services based on the needs of the individual or family. Lynn Emergency Shelter is an adult shelter that offers a place to sleep, a hot meal, case management, support groups, a transitions program, and on-site medical care for homeless individuals. Bridge House Family Shelter serves homeless families facing a variety of issues, which staff and parents work on to reach family stability. Transitions (located in Peabody, MA) provides case-managed supportive housing for homeless individuals. Guests at Transitions receive job skills training, assistance with job and housing searches, and mental health and substance use support treatment. Shelter Plus Care is a HUD-funded initiative to provide subsidized housing for individuals and families who qualify for assistance by being disabled and chronically homeless. Guests at Shelter Plus Care receive case management, job skills training, and mental health services. The Great Hill Program houses the Veterans Stabilization Program, Group Housing for Chronic Abusers Program, and a scattered-site program called Housing For People With Aids (HOPWA). On-site services include life skills, mental health counseling, and referrals for medical care and treatment. The Coming Together Program is in a community day center that provides a clean and sober environment for men and women to access employment, medical, financial, housing, legal, and educational services as well as support groups to address mental health and substance abuse issues and injury and disease prevention. Women's Transitional Housing Program offers 14 units of transitional housing for poor women.

### **North Shore Community Action Programs (NSCAP)**

(978) 531-0767 (Office line in English and Spanish; please press 6 for housing issues.)

98 Main Street

Peabody, MA 01960

North Shore Community Action Programs offers emergency shelter to homeless men at the River House Shelter. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

## **SOUTHEASTERN MASSACHUSETTS**

### **Father Bill's & MainSpring**

#### **Quincy: Father Bill's Place**

(617) 770-3314

38 Broad Street

Quincy, MA 02169

#### **Brockton: MainSpring House**

(508) 587-5441

54 N. Main Street

Brockton, MA 02301

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

Father Bill's & MainSpring offers two full-service, 24-hour shelters for men and women from the South Shore—one in Quincy and one in Brockton. While at the shelters, guests have access to supportive services in the following areas: education, health care, mental health, case management, employment, and substance abuse. Please note that Father Bill's also runs Housing for Victims of Domestic Violence.

### **NOAH Shelter – Housing Assistance Corporation**

(508) 778-5255 (Office line)

77 Winter Street

Hyannis, MA 02601

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

NOAH, or No Other Available Housing, is a Cape Cod shelter open every day from 4:00 p.m. to 8:00 a.m. It serves homeless men and women who are 18 years or older. Clients may receive the following services: meals, advocacy for housing and employment, and access to medical and mental health services. Please note that anyone wishing access to shelter should call ahead. The shelter takes only those people who are from Cape Cod and the Islands.

## **WESTERN MASSACHUSETTS**

### **Franklin County Emergency Shelter**

(413) 772-0499 (Office line)

15 Farren Avenue

Turner Falls, MA 01376

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

The Franklin County Emergency Shelter is a year-round night shelter for homeless adults. The Shelter offers three nutritious meals per day as well as support and advocacy services, housing search services, and a follow-up program to help clients, once successful in finding permanent housing, retain it.

### **Grove Street Inn**

(413) 586-6001 (Office line)

91 Grove Street

Northampton, MA 01060

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

The Grove Street Inn shelters homeless adults, many of whom are young adults from the state's foster care system. The Inn allows residents to conduct job and housing searches, work second- and third-shift jobs, and access rehabilitative and medical services.

### **Hampshire County Interfaith Cot Shelter**

(413) 585-1300 (ServiceNet office line)

(413) 582-4562 (Day line in shelter)

(413) 586-6750 (Night line in shelter)

43 Center Street

Northampton, MA 01060

The Hampshire County Interfaith Cot Shelter operates from November through April on a first-come, first-serve

basis. During its months of operation, the shelter provides 20 cots per night, breakfast, dinner, and clothing. This shelter accepts the overflow from the Grove Street Inn (see above).

### **Safety Zone**

(413) 781-6556 (Office line)

(413) 726-3523 (Safety Zone case worker's line)

246 Park Street

West Springfield, MA 01089

[www.chd.org/index.php/safety-zone.html](http://www.chd.org/index.php/safety-zone.html)

The Safety Zone is a 24-hour temporary shelter for homeless and runaway youth who are referred by the Department of Children and Families (DCF). The shelter is based on a host-home model and serves youth in the Springfield, Chicopee, and Holyoke communities.

### **ServiceNet - Sheltering and Housing Services**

1-800-244-2394 (Toll-free line)

(413) 585-1300 (Office line)

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

Temporary shelter and support services are available through ServiceNet for homeless individuals and families in Hampshire and Franklin Counties and the North Quabbin area of Worcester County. ServiceNet is the parent organization to the three Western Massachusetts shelters (Hampshire County, Grove Street, and Franklin County) listed above.

## **Housing Search Services; Transitional and Permanent Housing**

### **CENTRAL MASSACHUSETTS**

#### **Athol Area YMCA**

(978) 249-3305 (Office line)

545 Main Street

Athol, MA 01331

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

The Athol Area YMCA offers values-based programs and services designed to develop healthy lifestyles among youth and their families. Transitional housing is being offered to homeless young men who are 18 and older. Six rooms have been set aside for this purpose.

#### **Central Massachusetts Housing Alliance (CMHA)**

(508) 752-5519 (Office line)

6 Institute Road

Worcester, MA 01609

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

CMHA helps the communities of Greater Worcester and Worcester County respond to the needs of homeless and near homeless people. Programs at CMHA range from homelessness prevention to affordable homeownership. Hope for Housing, a program developed by CMHA and the Interfaith Coalition to Prevent

Family Homelessness, utilizes the collective buying power of congregations to prevent family homelessness.

### **Let Us Know (L.U.K. Crisis Center)**

1-800-327-5050 (Toll-free Substance Abuse Hotline)

(978) 345-0685 x2417

545 Westminster Street

Fitchburg, MA 01420

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

L.U.K. Crisis Center offers 24 shelter slots for up to 18 months to older youth and young adults who are homeless or at risk of homelessness. The Center also offers a Transition to Independent Living continuum of services in both Bridge House and Horizon House.

### **NeighborWorks Home Ownership Center of Worcester**

(508) 791-2170 (Office line)

674 Main Street

Worcester, MA 01610

<http://hocw.net>

NeighborWorks operates in distressed neighborhoods with a low-to-moderate income population to provide the resources and coordination that are essential for expanding and stabilizing homeownership in the City of Worcester and throughout south central Massachusetts. NeighborWorks offers services and programs to train, counsel, and finance potential homebuyers and veteran homeowners.

### **Opportunity Center**

(508) 620-2690 (Main office line)

300 Howard Street

Framingham, MA 01702

[www.smoc.org/index.asp?pgid=159](http://www.smoc.org/index.asp?pgid=159)

The Opportunity Center sponsors a housing program called Young Men in Recovery Maintenance (YARCM). This program is part of the South Middlesex Opportunity Council (SMOC). The Opportunity Center staff evaluate all referrals to make the most appropriate placements and coordinate all housing, case management, and services for guests and participants of SMOC's continuum of housing and services in the Metrowest. Goals of the Opportunity Center include homeless prevention, diversion, reduction in the number and length of shelter stays, stabilization, and maximized self-sufficiency.

### **Our Father's House (OFH)**

(978) 855-5184 (24/7 Homeless Hotline/street outreach worker)

(978) 345-2256 (Office line) (978) 345-3050; (Call this line after 3:00 p.m.)

4 Leighton Street (Administrative office)

Fitchburg, MA 01420

[www.ofhshelter.com](http://www.ofhshelter.com)

OFH is a private non-sectarian agency that provides shelter and comprehensive case management services to homeless men and women. By treating each guest with respect and providing an array of needed services, OFH strives to help guests become self-sufficient. The Transitional Shelter Program for Women on Lunenburg Street offers homeless women an opportunity to participate in a program designed to reduce the recidivism rate. During a period of up to six months, guests are required to help run the program by doing the food shopping,

menu planning, and cleaning as they address underlying problems that may have contributed to their homelessness. The Elizabeth House on Mechanic Street provides transitional housing to homeless women in recovery. Case managers assist these women to become self-sufficient as they recover from addiction.

### **RCAP Solutions**

1-800-488-1969 (Toll-free line for housing and foreclosure assistance)

(978) 630-6600 (Main office line)

(978) 630-6770 (Housing Consumer Education Center line)

1-888-978-6261 (NeighborWorks Home Ownership Center toll-free line, a resource for foreclosure issues)

205 School Street, #301

Gardner, MA 01440

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

RCAP Solutions helps people with a wide range of housing and supportive services. RCAP's Housing Consumer Education Center (HCEC) helps consumers make informed decisions about their housing situations. RCAP also provides a comprehensive array of programs that assist tenants in paying for their rent. Hours are 8:30 a.m. to 4:30 p.m. Monday through Friday.

### **Veterans Inc.**

1-800-482-2565 (24/7 toll-free line)

69 Grove Street (Headquarters office)

Worcester, MA 01605

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

[info@veteransinc.org](mailto:info@veteransinc.org)

Veterans Inc. offers a wide range of services to young veterans; they include emergency, transitional, and long-term housing; career counseling, training, and job placement; and a health and wellness program.

### **Veterans Inc. Women and Children Housing Program**

(508) 791-3286 (Line for information about admission criteria and application procedure)

(508) 791-1213 (Additional office line)

69 Grove Street (Headquarters for Veterans Inc.)

Worcester, MA 01610

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

The Housing Program offers women veterans, with or without children, an alcohol- and drug-free environment coupled with case management services.

## **GREATER BOSTON**

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

(617) 357-6000 (Office line)

178 Tremont Street

Boston, MA 02111

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

ABCD operates a housing search program that assists in finding and securing affordable housing for homeless individuals. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

**Bedford Veterans Quarters (BVQ)**

(781) 843-1242 (Office line for Caritas Communities, which administers BVQ)

Veterans Administration Campus

Bedford, MA 01730

[www.bedfordveteransquarters.com](http://www.bedfordveteransquarters.com)

The Bedford Veterans Quarters offers 60 private, furnished rooms, including a group of seven contiguous rooms for female veterans who share one common bathroom. The 60 units include 56 units that receive Section 8 benefits. Eligible veterans must have received an honorable or general discharge, must be clean and sober for 120 days, and must pass a CORI review.

**Bridge Over Troubled Waters**

(617) 423-9575 (Office line to get information and van schedule, and to make an appointment)

(617) 423-9575 x355 (TTY, to get information and van schedule, and to make an appointment)

47 West Street

Boston, MA 02111

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

Bridge Over Troubled Waters offers a comprehensive range of housing services, including a transitional living program for 18- to 24-year-olds, a single parent home for pregnant women and single mothers, and a group of co-op apartments supervised by Bridge staff. Bridge also operates a medical van with staff to provide counseling, medical and dental services, and referrals.

**Brookview House, Inc.**

(617) 265-2965 (Office line)

2 Brookview Street

Dorchester, MA 02124

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

Brookview House provides a safe community setting for homeless and at-risk families to learn the skills they need to break the cycles of homelessness and poverty. Other services include education/training, advocacy, and mediation/counseling. There are two sites, one in Roxbury and the other in Dorchester.

**Cascap, Inc.**

(617) 492-5559 (Office line for information and company directory)

(617) 234-2992 (TTY line)

678 Massachusetts Avenue, 10<sup>th</sup> floor

Cambridge, MA 02139

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

Cascap offers an array of services to improve the quality of life for members of the community who are disadvantaged by poverty, disability, or age. Services include development of affordable housing, functional supports such as adaptive living skills, and assistance in the search for employment. Clinical services are recovery-focused and rehabilitative in nature. Hours are 10:00 a.m. to 4:00 p.m. Monday through Thursday and 9:00 a.m. to 12 noon on Friday. Note: The office is closed for lunch between noon and 1:00 p.m. The answering machine can take a message at any time.

**Duley House—Heading Home**

(617) 492-0098 (Office line)

479-481 Concord Avenue  
Cambridge, MA 02140

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

Duley House is a new permanent supported housing program for 14 homeless women who have been homeless on the streets and in the shelters of Cambridge for significant periods of time. Occupants can remain as long as they are on a service plan that includes goals related to education and employment, as well as to medical and behavioral health care.

### **HomeStart**

#### **Boston Office**

(617) 542-0338

105 Chauncy Street (Central office)  
Boston, MA 02111

Walk-in hours: 3:00 p.m. to 5:00 p.m. on  
Wednesdays; 9:00 a.m. to 11:00 a.m. on Fridays.

Note: Present valid form of ID to enter 105 Chauncy.

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

[homestart@homestart.org](mailto:homestart@homestart.org)

HomeStart assists homeless individuals in receiving a housing search and stabilization services. Verification of homelessness, documentation of source of income, and referral by a case manager are required for these services. Specifically, the Housing Search Program assists homeless individuals and their families in Greater Boston with the process of locating affordable permanent housing. The Stabilization Program helps individuals and families who face the greatest challenges (mental illness, substance abuse, long-term homelessness) to reintegrate into the community and maintain their housing. Please contact the central office to find out how to become a HomeStart client.

#### **Cambridge Office**

(617) 234-5340

678 Massachusetts Ave, Suite 502  
Cambridge, MA 02139

Walk-in hours: 3:00 p.m. to 6:00 p.m. on Thursdays.

### **Lopez Avenue Program—Heading Home**

(617) 864-8140 (Office line)

(617) 441-7845 (Lopez Ave. line)

22 Lopez Avenue  
Cambridge, MA 02141

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

Heading Home's Lopez Avenue Program is a permanent housing program for chronically homeless adults, with two slots reserved for young adults ages 18 to 24.

### **McKay House—Heading Home**

(617) 864-0782 (Office line)

265 Rindge Avenue  
Cambridge, MA 02140

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

The McKay House is intended for disabled homeless men who are 18 or older and on the Cambridge Single Room Occupancy (SRO) list. Men are provided housing in conjunction with effective support services. Office hours are Monday through Friday from 8:30 a.m. to 5:00 p.m.



**Metropolitan Boston Housing Partnership (MBHP)**

1-800-272-0990 (Toll-free line)

(617) 859-0400 (Main office line)

(617) 425-6667 (MBHP Section 8 Waitlist Hotline)

(617) 425-6700 (MBHP Housing Consumer Education Center line for information, assistance, or resources about housing and housing-related issues)

125 Lincoln Street, 5<sup>th</sup> floor

Boston, MA 02111

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

[info@mbhp.org](mailto:info@mbhp.org)

Metropolitan Boston Housing Partnership helps individuals and families find and retain affordable housing. It serves the homeless, disabled, and low- and moderate-income residents of Boston and 29 surrounding communities. The Housing Consumer Education Center is MBHP's drop-in center, where individuals can use phones and computers, read newspapers, and access flyers covering a range of housing topics. Individuals also may talk with a staff member at the Center to obtain information about the various MBHP programs, such as fuel assistance, job training, and other resources. Hours are 8:45 a.m. to 5:00 p.m. Monday through Friday.

**Pine Street Inn**

(617) 892-9100 (Phone line for general information)

444 Harrison Street

Boston, MA 02118

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

Pine Street Inn provides shelter for 700 men and women each night. Pine Street Inn Veteran's Services connect homeless and low-income individuals with housing opportunities, employment, and community services that are available to men and women who have served in the U.S. armed forces. Day and night outreach workers offer food, clothing, blankets, and health care to those who shun shelter life. In addition, Pine Street has made affordable permanent housing available to more than 500 formerly homeless individuals and families across Boston and Brookline. Each year Pine Street's job training and job readiness programs graduate 150 men and women who have acquired the vocational and attitudinal skills necessary to find and retain employment.

**Project Place**

(617) 542-3740 (Main number for Project Place with links to services)

**Gate House**

(617) 542-3740

1145 Washington Street (Headquarters)

Boston, MA 02118

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

Project Place's program sponsors two facilities: Gate House, a transitional living program facilitating a sober, supportive community of formerly homeless individuals in 14 studio apartments, and Betty's Place, a transitional housing program for up to 15 clean and sober women. Both facilities offer wraparound services to address barriers in finding and obtaining employment and housing. These services include adult education, career services, case management, and computer training.

**Betty's Place**

(617) 482-1126

40 Berkeley Street

Boston, MA 02116

**Rediscovery, Inc.**

(781) 894-1222 (Main phone line)

296 Newton Street, Suite 150

Waltham, MA 02453

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

Rediscovery uses an integrated continuum of residential, educational, vocational, and clinical services to prepare youth leaving state custody to live independently as adults. At the same time, Rediscovery strives to create a support network that will ensure client needs are addressed adequately.

**Rosie's Place**

(617) 442-9322 (Office line)

889 Harrison Avenue

Boston, MA 02118

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

Rosie's Place Permanent Housing program provides supportive, long-term housing to 23 women in two locations. For many tenants who have experienced long-term homelessness due to mental or physical illness, these houses become a permanent home. Others live in this housing until they find an independent living situation.

**Roxbury Village**

(617) 783-8035 (Office line)

17 Greenville Street

Roxbury, MA 02119

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

Roxbury Village is a transitional program of The Home for Little Wanderers for Boston youth, ages 18 - 22, who are homeless or about to be discharged from state systems of care and are at risk of becoming homeless. Roxbury Village offers affordable housing; intensive services, including flexible and individualized case management; and community connections for building skills and resources. Residents receive support in obtaining quality clinical, behavioral, financial, social, nutritional, and health services as long as needed to become self-sufficient, contributing members of society.

**Salvation Army - Cambridge Corps**

(617) 547-3400 (Office line)

402 Massachusetts Avenue

Cambridge, MA 02139

[www.use.salvationarmy.org](http://www.use.salvationarmy.org)

The Salvation Army's Cambridge Corps houses a transitional and independent living program in addition to its shelter. The house serves sober men only.

**The Second Step**

(617) 965-3999 (Office line)

P.O. Box 600213

Newtonville, MA 02460

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

[info@TheSecondStep.org](mailto:info@TheSecondStep.org)

The Second Step is a comprehensive program for adult and child survivors of domestic violence. It offers transitional housing, safety planning, mentoring, children's programs, legal case management, and an array of supportive services for families transitioning away from domestic violence to safety and independence.

### **ShortStop**

(617) 776-3377 (Office line)

1323 Broadway

Somerville, MA 02143

ShortStop is a transitional program, under the Wayside umbrella, for young adults ages 18 to 22. It offers case management services, counseling, and help in acquiring independent living skills.

### **Somerville Homeless Coalition (SHC)**

(617) 623-6111 (Office line)

(617) 776-0750 (TTY)

1 Davis Square (Administration and Housing)

P.O. Box 440436 (Mailing address)

Somerville, MA 02144

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

SHC provides permanent housing and supportive services to homeless young adults ages 18 to 24 who are recovering from addiction and who have a strong desire and commitment to continue their sobriety. In addition to its one-on-one case management services, SHC also offers a family shelter and a food program. The Coalition serves individuals in Somerville, Arlington, and Greater Boston.

### **St. Francis House – Next Step**

(617) 542-4211

39 Boylston Street

Boston, MA 02116

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

St. Francis House's Next Step is a transitional housing program for men and women who are 18 or older and have experienced chronic homelessness, unemployment, and substance abuse. The program offers a supportive, substance-free living environment.

### **The Stan Kaszanek Transitional House—Heading Home**

(781) 321-1773

22 Charles Street

Malden, MA 02148

Kaszane House provides a safe, drug- and alcohol-free environment in which individuals have the opportunity to recover from homelessness and develop the skills necessary for living successfully in permanent, independent housing. Residents of the Kaszanek House are offered support services, including case management, life skills development, coping skills training, anger and stress management, and relapse prevention. Hours are Monday through Friday from 9:00 a.m. to 5:00 p.m.

### **Travelers Aid Family Services (TAFS)**

(617) 542-7286 (Main phone line for information and operator)

(617) 635-4500 (Mayor's Hotline: Use to reach Family Emergency Shelter program on weekends and after 5:00

p.m. on weekdays)  
 727 Atlantic Avenue  
 Boston, MA 02111  
[www.taboston.org](http://www.taboston.org)

TAFS provides transitional housing when families need shelter for extended periods of time in order, for instance, to access job training, search for permanent housing, or stabilize a child's education or medical condition. TAFS has developed a Continuum of Care program, which works with different service areas to focus on the immediate goal of helping families achieve a more independent, better quality of life while working toward the ultimate goal of *ending* family homelessness. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday in the administrative offices and 8:30 a.m. to 4:30 p.m. Monday through Friday in the program offices.

### **Twelve Prescott**

(781) 643-1668 (Office line)  
 12 Prescott Street  
 Arlington, MA 02474  
[www.waysideyouth.org](http://www.waysideyouth.org)

Twelve Prescott is a transitional apartment living program for youth ages 18 to 24 who have psychiatric and behavioral issues. Clients must be referred by DMH.

### **Victory Programs: Victory Housing Division**

(617) 541-0222 (Administrative Offices line; ask for Director of Programs and Clinical Care.)  
 (617) 825-8642 (Victory Housing Division line; ask for Director or Deputy Director of the Housing Division.)  
[www.vpi.org](http://www.vpi.org)

Victory Housing provides housing and support services to homeless clients and their families, who also may be struggling with addiction and chronic health conditions. The following are goals of the Housing Division: to provide safe housing settings with appropriate supportive services, to educate clients in making choices that maximize health and overall well-being, and to provide support and tools that move clients toward increased independence and self-sufficiency. Although Victory Housing offers housing in several different parts of Boston, the two houses that serve primarily young adults, beginning at 18 years, are ReVision House in Mattapan and Portis Family House in Jamaica Plain.

### **Women's Dorms at Chelsea Soldiers' Home**

(617) 884-5660 (Line for information about admission criteria and application procedure)  
 91 Crest Avenue  
 Chelsea, MA 02150  
[www.mass.gov/che](http://www.mass.gov/che)

The Chelsea Soldiers' Home maintains a private and secure dorm wing for female veterans who can live in an independent setting with minimal assistance.

## **NORTHEASTERN MASSACHUSETTS**

### **Emmaus, Inc.**

(978) 241-3500 (Main office line)  
 150 How Street

Haverhill, MA 01830

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

Emmaus, Inc. serves all people in need: the homeless, disabled, unemployed, and oppressed. Its Emmaus Family House serves up to 15 families at one time; they receive counseling, referrals to outside agencies, and housing search assistance. Mitch's Place provides overnight emergency shelter for single men and women. Bethel Transitional Apartments provide transitional housing and case management to formerly homeless women and their children. Families live in their own apartments for up to two years while they participate in job training at the Bethel Business Center. Participants are trained in office, computer, and customer service skills. The Business Center also offers assistance in GED preparation, job readiness, and job placement. Once stabilized in a job, the case manager assists the family in finding permanent housing. Emmaus also sponsors and manages other housing units with supportive services in the Haverhill area. These include Emerson Street Apartments for homeless disabled individuals, Gilead House for mentally ill adults, Jericho House for chronically homeless men and women, and Winter Street Apartments for homeless women with disabilities.

### **Lawrence Community Development Department (CDD)**

(978) 620-3510 (Main office line)

225 Essex Street, 3<sup>rd</sup> Floor

Lawrence, MA 01840

[www.cityoflawrence.com/community-development.aspx](http://www.cityoflawrence.com/community-development.aspx)

[helpdesk@cityoflawrence.com](mailto:helpdesk@cityoflawrence.com)

The CDD oversees programs in housing, economic development, land use planning, and transportation for the diverse population in the city of Lawrence. Among the largest grants the CDD administers is the Community Development Block Grant from HUD. Office hours are from 8:30 a.m. to 4:30 p.m. Monday through Friday.

### **Lifefridge, Inc.** (formerly known as The Salem Mission)

(978) 744-0500 (Main office line)

56 Margin Street

Salem, MA 01970

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

Lifefridge offers men and women the opportunities they need to end their homelessness by providing housing with supportive services, encouraging personal and financial development, and establishing stability in physical and mental health. To do this, Lifefridge offers a 34-bed shelter with 18 additional beds during winter; individual housing units, meals, and access to free clothing at the Second Chance Thrift Store on the Seeds of Hope Campus; and a program of community meals served three times daily to shelter residents and anyone in the Salem area who is hungry. In the Seeds for Change day services, case managers provide support and guidance with issues of mental health and substance abuse to shelter residents and day guests. Programmatic offerings through Lifefridge include a job search program, a women's group, a men's group, art therapy, a knitting group, AA, and an anger management program.

### **Lowell Transitional Living Center (LTLC)**

(978) 458-9888 (Office line)

205-209 Middlesex Street

Lowell, MA 01852

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

[casemanager@ltltc.org](mailto:casemanager@ltltc.org)

[meals@ltlc.org](mailto:meals@ltlc.org)

LTLC provides emergency and transitional shelter to single adults, an expanded winter shelter program, and single room units for 12 individuals enrolled in the Supportive Housing Program. LTLC also serves daily meals to those living on the streets and to low-income people who are not homeless. The core of the LTLC organization is the Case Management Program, which is a collaborative relationship between case workers and those who seek help. Together, they develop a plan that will lead to employment and housing. Outreach workers develop relationships with individuals on the street and encourage them to come to LTLC for access to health services as well as referrals and transportation to rehabilitative facilities that treat alcoholism and drug addiction.

### **Lynn Shelter Association (LSA)**

(781) 581-0739 (Administrative office line to access various shelters and programs)

91 Liberty Street (Administration building)

Lynn, MA 01901

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

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

LSA provides shelter and support services to homeless individuals and families. The following shelters and programs in the Greater Lynn area offer various types of services based on the needs of the individual or family. Lynn Emergency Shelter is an adult shelter that offers a place to sleep, a hot meal, case management, support groups, a transitions program, and on-site medical care for homeless individuals. Bridge House Family Shelter serves homeless families facing a variety of issues, which staff and parents work on to reach family stability. Transitions (located in Peabody, MA) provides case-managed supportive housing for homeless individuals. Guests at Transitions receive job skills training, assistance with job and housing searches, and mental health and substance use support treatment. Shelter Plus Care is a HUD-funded initiative to provide subsidized housing for people who qualify for assistance by being disabled and chronically homeless. Guests at Shelter Plus Care receive case management, job skills training, and mental health services. The Great Hill Program administers the Veterans Stabilization Program, the Group Housing for Chronic Abusers Program, and a scattered-site program called Housing For People With AIDS (HOPWA). On-site services for the three Great Hill programs include life skills, mental health counseling, and referrals for medical care and treatment. The Coming Together Program is a community day center that provides a clean and sober environment for men and women to access employment information; medical, financial, housing, legal, and educational services; and support groups for addressing issues of mental health and substance abuse as well as injury and disease prevention. The Women's Transitional Housing Program offers 14 units of transitional housing for poor women.

### **North Shore Community Action Programs (NSCAP)**

(978) 531-0767 (Office line in English and Spanish; for connection to housing issues, please press 6.)

98 Main Street

Peabody, MA 01960

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

North Shore Community Action Programs offers housing opportunities for people with AIDS. NSCAP also offers Housing Pathways, a program that provides homeless families with temporary shelter in local apartments, then helps them search for permanent housing and provides case management services before and after they have moved into permanent housing. Families must be referred by the Department of Housing and Community Development (DHCD). NSCAP's River House Shelter offers five single rental units to formerly homeless individuals at River House in Beverly.

**Veterans Northeast Outreach Center, Inc.**

(978) 372-3626 (Office line for information)

10 Reed Street (Main office address)

Haverhill, MA 01830

65 Cedar Street (Veterans Mansion address)

Haverhill, MA 01830

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

The mission of the Veterans Outreach Center is to provide services to assist, support, and advocate for veterans and their families. The Veterans Mansion is a substance-free transitional housing program serving veterans in Haverhill and the Merrimack Valley. It is home to 22 veterans who have made a commitment to pay rent, work and/or attend school, maintain sobriety, and contribute to the life of the community through the culture of “Vets helping Vets”.

## **SOUTHEASTERN MASSACHUSETTS**

**Champ House**

(508) 771-0885 (Office line)

82 School Street

Hyannis, MA 02601

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

Champ House is a transitional program for people who are at least six months clean and sober. Potential clients are required to undergo an interview and pay a small weekly housing fee. The program serves people of all ages, beginning at age 17, and people with disabilities.

**Nam Vets Association of the Cape & Islands**

(508) 778-1590 (Office line)

569 Main Street

Hyannis, MA 02601

[www.namvets.net](http://www.namvets.net)

Nam Vets serves veterans of all eras, not only veterans of the Viet Nam era. It offers the following services: counseling for vets and their families, including a women’s support group; help for individuals with PTSD; stress management and crisis intervention sessions; substance abuse treatment program referrals; a VA-supported employment program, including referrals to employment resources, a vocational rehabilitation program, and résumé preparation assistance; transitional and permanent housing assistance; and a food pantry.

**Veteran’s Transition House (VTH)**

(508) 992-5313 (Office line)

20 Willis Street

New Bedford, MA 02740

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

VTH provides safe, sober, affordable housing to homeless and at-risk veterans. Housing includes the original VTH program, which has 45 beds for male veterans, and the VTH Graduate Program, which offers 17 units of supportive housing in three locations. A Women’s VTH (WVTH) program, which will have 10 beds for female veterans, is currently being planned. Although the housing programs operate 24 hours per day, office business hours are 9:00 a.m. to 5:00 p.m.



## **WESTERN MASSACHUSETTS**

### **Annie's House (Massachusetts Career Development Institute, Inc.)**

(413) 781-5640 x236 (Director's line)

140 Wilbraham Avenue

Springfield, MA 01109

Annie's, a transitional living program for single homeless women over 18, offers education and job training.

### **Community Action of the Franklin, Hampshire, and North Quabbin Regions**

#### **Franklin County Main Office**

(413) 774-2318 (Office line)

393 Main Street

Greenfield, MA 01301

#### **Hampshire County Main Office**

(413) 582-4230 (Office line)

56 Vernon Street

Northampton, MA 01060

#### **North Quabbin Main Office**

(978) 544-5423 (Office line)

167 South Main Street

Orange, MA 01364

[www.communityaction.us](http://www.communityaction.us)

[info@communityaction.us](mailto:info@communityaction.us)

Community Action strives to alleviate the destabilizing effects of poverty in the lives of individuals and families by offering resources for basic needs such as housing, food, home heating, and access to health care. If the individual or families are homeless or at risk of being evicted, the Community Resources and Advocacy staff provides basic information and program referrals and, if available, some financial assistance.

### **DIAL/SELF Youth and Community Services**

(413) 774-7054 (Office line and information)

16 Miles St.

Greenfield, MA 01301

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

DIAL/SELF's Transition to Independent Living Program is available to homeless or at-risk young adults ages 17 and a half to 21. The program offers counseling for independent living, case management, and emergency response. The shelter and housing program is intended for youth 18 to 25.

### **Mental Health Association, Inc. (MHA)**

(413) 734-5376 (Office line)

(413) 785-5288 (TTY line)

995 Worthington Street (Mailing address)

Springfield, MA 01109

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

The MHA has developed an array of services for youth between the ages of 17 and 25. Community residences are transitional sites that foster an individual's mental and physical health, teach skills necessary for independent living, and assist with educational and/or vocational pursuits. Supported housing is a community outreach model that works with individuals who live independently. Priority is given to assisting youth to secure housing that is affordable and safe. Typically, support hours occur during the day and early evening and focus on the activities of daily living. An after-hours, urgent response team is available to individuals in the supported housing model.



**Teen Living Program - YWCA of Western Massachusetts**

(413) 732-3121 (General office line)

62 Marcia Haas Circle

Springfield, MA 01118

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

(413) 536-4080 (Holyoke line)

19 Quirk Avenue

Holyoke, MA 01040

The YWCA of Western Massachusetts offers transitional programs for teen mothers and their children.

## Other Resources

### Gay, Lesbian, Bisexual, Transgender, and Questioning Services

#### NATIONWIDE

##### **Gay, Lesbian, Bisexual, and Transgender National Help Center**

1-888-843-4564 (Toll-free Hotline)

1-800-246-PRIDE/1-800-246-7743 (Toll-free Youth Talkline)

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

The GLBT Hotline provides peer counseling, information, and local resources to adolescent and adult callers from 4:00 p.m. to midnight Monday through Friday and noon to 5:00 p.m. on Saturday. The Youth Talkline provides peer-counseling by phone, email, and instant messaging (IM) for youth through age 25 from 8:00 p.m. to midnight Monday through Friday. All calls are free and confidential. The National Help Center also works to strengthen local GLBT Hotlines and organizations in its mission of service to the GLBT community.

#### STATEWIDE

##### **Gay and Lesbian Advocates and Defenders (GLAD) Information Line**

1-800-455-GLAD /1-800-455-4523 (Toll-Free Information Line)

(617) 426-1350 (Information Line)

[www.glad.org/rights/info-line-contact](http://www.glad.org/rights/info-line-contact)

GLAD provides legal information on GLBT matters and rights. Inquiries are completely confidential, and GLAD will not disclose any information that you provide. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday, but you may call at other times and leave a detailed message; or go to the above website and email your message to GLAD in the form provided.

##### **Gay, Lesbian, Bisexual, and Transgender Helpline at Fenway Community Health**

1-888-340-4528 (Toll-free Helpline)

(617) 340-4528 (Helpline)

1-800-399-PEER/1-800-399-7337 (Toll-free Peer Listening Line)

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

The Peer Listening Line and Helpline provide information, referrals, and support. If you are age 25 or younger, call the Peer Listening Line, which is staffed with peer volunteers. Hours are generally 6:00 p.m. to 11 p.m.; however, sometimes not all hours are covered, due to lack of availability of people to manage the phones.

## **CENTRAL MASSACHUSETTS**

### **SafeHomes of Central Massachusetts**

(508) 366-4305 (Safe Homes and Worcester PFLAG)

The Bridge (Main Office)

(508) 755-0333 (Office line)

4 Mann Street

(G. Stanley Hall School)

Worcester, MA 01602

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

SafeHomes is a program for GLBT and questioning youth that offers support and resources in a safe and nurturing environment. Led by youth and professional staff, SafeHomes is a program of The Bridge of Central Massachusetts, a human services agency whose goal is to decrease isolation and to nurture the health and well-being of GLBT youth through education, outreach, advocacy, and support. The Bridge offers supportive help and referrals to find housing for homeless and at-risk youth ages 14 through 23. It also offers drop-in services to GLBT and questioning youth on Thursday evenings from 6:30 p.m. to 9:00 p.m. The Worcester Youth Center offers a support system in a traditional, inclusive setting to youth ages 14 to 24 each weekday between 2:00 p.m. and 8:00 p.m. Every Wednesday at 5:00 p.m. the Center has dinner for both GLBT and straight youth, followed by a dialogue in which discussion around inclusiveness occurs.

### **Wayside Youth**

(508) 879-1424 (Line for Young Adult Resource Center)

68 Henry Street

Framingham, MA 01702

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

Wayside Youth, a Community Links program, provides outreach to homeless youth and other young adults who need help. There is a residential program in Framingham for homeless youth ages 12 to 18. Wayside's Young Adult Resource Center offers understanding, advice, and affirming services to GLBT and questioning youth.

## **GREATER BOSTON**

### **Boston Alliance of Gay, Lesbian, Bisexual and Transgender Youth (BAGLY)**

(617) 227-4313 (BAGLY office line)

Community Church of Boston

565 Boylston Street, 2nd Floor

Boston, MA 02116

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

[info@BAGLY.org](mailto:info@BAGLY.org)

BAGLY is a youth-led, adult-supported organization of GLBT or questioning youth ages 22 and younger. It offers mentoring, youth groups, job training, and GED programs. BAGLY also offers education around HIV, other STIs, drugs, and alcohol and has prevention programs in place, including free HIV testing and counseling. For health care concerns and other needs, BAGLY makes referrals to the appropriate GLBT-friendly service providers. BAGLY also offers weekly and monthly social activities and special events to youth, and facilitates activism and leadership. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

**Boston GLASS Community Center**

(617) 266-3349 (Office line; dial 1 for Boston GLASS)

25 West Street, 3<sup>rd</sup> Floor

Boston, MA 02111

[www.jri.org/glass](http://www.jri.org/glass)

Boston GLASS is a drop-in center for gay, lesbian, bisexual, transgender, and questioning youth who are between the ages of 13 to 25. It is a safe place to hang out, make new friends, or have a bite to eat. GLASS offers workshops, support groups, referrals and case management, recreational activities, peer leadership programs, and HIV counseling and testing. Drop-in hours are Monday, Tuesday, and Thursday from 11:00 a.m. to 7:00 p.m., Wednesday 11:00 AM to 6:00 p.m. and Friday 1:00 p.m. to 5:00 p.m. There are also weekly evening programs.

**Fenway Community Health Center**

1-888-242-0900 (Toll-free line to Health Center)

(617) 267-0900 (Health Center line)

1-888-340-4528 (Toll-free GLBT Helpline; hours are 6:00 p.m. to 11:00 p.m. EST, if staffed)

1-800-399-PEER /1-800-399-7337 (Toll-free Peer Listening Line; hours: 5:00 p.m. to 10:00 p.m. EST, if staffed)

(617) 927-6000 (Fenway appointment line, 8:00 a.m. to 5:30 p.m.)

Ansin Building

1340 Boylston Street

Boston, MA 02115

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

Fenway Community Health Center provides medical care and mental health services to the GLBT communities. The Center offers a Helpline, a Peer Listening Line, a Victim Recovery program for survivors of violence, and specialized Transgender Health and Bisexual Health units. For medical care and complementary therapies, the Health Center's hours are 8:00 a.m. to 8:00 p.m. Monday through Thursday and 8:00 a.m. to 7:00 p.m. on Friday. Other hours are by appointment only.

**Gay and Lesbian Advocates and Defenders (GLAD)**

1-800-455-GLAD /1-800-455-4523 (Toll-free Information Line)

(617) 426-1350 (Information Line)

30 Winter Street, Suite 800

Boston, MA 02108

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

[gladlaw@glad.org](mailto:gladlaw@glad.org)

GLAD is a legal rights organization whose purpose is to end discrimination based on sexual orientation, HIV status, and gender identity and expression. GLAD offers an Information Line in English and Spanish, which is in operation between 1:30 p.m. and 4:30 p.m. Monday through Friday. GLAD also offers HIV-related protections, information about gay-straight alliances, legal information, and transgender services. GLAD provides help in cases of harassment.

**Greater Boston PFLAG**

1-866-427-3524 (Toll-free Helpline)

(781) 891-5966 (Office line)

85 River Street, Suite 3A

Waltham, MA 02454

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

[info@gbpflag.org](mailto:info@gbpflag.org)

The Greater Boston PFLAG is an association of parents, friends, lesbians, gays, bisexuals, and transgender people. Using support, education, and advocacy, PFLAG works to create environments of understanding, so that all people can live with dignity and respect. PFLAG offers monthly group support meetings, confidential telephone support and information, a speakers bureau, a scholarship program, publications, community forums and evening programs, parent programs, and gay-straight alliance assistance.

### **The Home for Little Wanderers – Waltham House**

1-888-HOME-321 / 1-888-466-3321 (Toll-free line to the main office)

(617) 267-3700 (Main office line)

(781) 647-9976 (Waltham House)

271 Huntington Avenue

Boston, MA 02115

[www.thehome.org/site/PageServer?pagename=programs\\_waltham\\_house](http://www.thehome.org/site/PageServer?pagename=programs_waltham_house)

Waltham House is a residential program accessed through the Department of Children and Families (DCF) system. It is designed to provide a safe and supportive living environment for 12 gay, lesbian, bisexual, and transgender youth ages 14 to 18. It offers a safe residence 24 hours per day, where young adults can prepare for family reunification, independent living, and future self-sufficiency.

### **MassEquality**

(617) 878-2300 (Office line)

262 Washington Street, 7<sup>th</sup> Floor

Boston, MA 02108

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

MassEquality is a grassroots organization working to achieve full equality for the LGBT community. It is committed to advancing lesbian, gay, bisexual, and transgender rights and to insuring that all LGBT persons feel safe and are free from discrimination based on their sexual orientation or gender identity.

### **Project 10 East**

(617) 349-6630 (Main office line during the school year)

(617) 498-1241 (Office line during the summer)

(617) 349-6486 (School Diversity Coordinator's line)

Cambridge Rindge and Latin School (CRLS)

459 Broadway

Cambridge, MA 02138

Project 10 East is a safe space within CRLS where GLBT youth can discuss issues of sexual orientation and gender identity without fear of judgment and harassment. Project 10 East supports opportunities for GLBT students to socialize among themselves as well as form gay-straight alliances that prepare students to act as advocates and activists and to speak out against homophobia in their school and community.

### **Sidney Borum, Jr. Health Center**

(617) 457-8140 (Main office line)

130 Boylston Street

Boston, MA 02116

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

The Borum focuses primarily on persons who fall outside more traditional health care settings, such as the homeless and individuals involved in street life. The Borum also embraces clients who are gay, lesbian, bisexual, or transgender and, therefore, at risk of not receiving culturally and clinically appropriate services. The Borum offers the following services to youth between ages 12 and 29: medical care that includes HIV and other STI testing, treatment, and counseling; transgender support; GYN care; and behavioral health services.

## **SOUTHEASTERN MASSACHUSETTS**

### **Cape and Islands Gay & Straight Youth Alliance (CIGSYA)**

1-877-GAY-PRIDE (429-7743) (Toll-free information line)

(508) 778-7744 (Information line)

56 Barnstable Road

Hyannis, MA 02601

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

CIGSYA is a community-based alliance and safe place for youth ages 14 to 22. Its programs involve youth leadership in decision-making, program design, and implementation. Youth meet every Wednesday from 6:30 p.m. to 7:30 p.m. CIGSYA sponsors a Youth Action Committee and offers counseling appointments, opportunities for social networking, and drop-in hours featuring computers for use by CIGSYA clients. CIGSYA is accessible by bus.

### **The GLBT Youth Support Project and OutHealth!**

1-800-583-2770 x229 (Toll-free line)

942 West Chestnut Street

Brockton, MA 02301

[www.hcsm.org/glys/home](http://www.hcsm.org/glys/home)

The mission of The GLBT Youth Support Project and OutHealth! is to ensure safe and supportive communities for GLBTQ youth. Staff are trained to conduct supportive intakes and risk assessments, provide support for families of GLBTQ youth, educate persons on preventing and addressing bullying in schools and in the community, and provide tips for creating a safe environment.

## **WESTERN MASSACHUSETTS**

### **LifeCourse Counseling Center**

(413) 585-1655 (Main information line)

P.O. Box 845

Northampton, MA 01061

[www.lifecourse.net](http://www.lifecourse.net)

LifeCourse affirms all sexual orientations and gender identities. It offers telephone counseling and support and individual counseling to GLBT adolescents and adults. Specialized transgender services, services for the deaf, and couples counseling are also available. LifeCourse accepts MassHealth and non-HMO insurance providers and serves the following areas: Springfield, Northampton, Amherst, the Pioneer Valley, and Brattleboro, VT.

## Legal Aid Services

### STATEWIDE

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

(617) 482-3170 (Office line)  
211 Congress Street, 3<sup>rd</sup> Floor  
Boston, MA 02110

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

The ACLU is a non-partisan organization committed to defending individuals' and groups' civil rights and liberties, including immigrants' rights, voting rights, religious liberty, free speech, equal opportunity, racial justice, LGBT rights, and criminal justice.

#### **Committee for Public Counsel Services**

(617) 482-6212 (Public Counsel, Boston line)  
(617) 445-5640 (Roxbury line, Youth Advocacy Project)  
(413) 586-5764 (Northampton line)  
(508) 368-1870 (Worcester line)  
44 Bromfield Street  
Boston, MA 02108

[www.publiccounsel.net](http://www.publiccounsel.net)

The Committee for Public Counsel offers legal representation to indigent clients charged with criminal matters such as gun crimes, rape, and drug offenses. In addition, it provides information over the phone about the legal process. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

#### **Legal Help for Veterans and Their Families**

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

This website is designed to provide relevant information for military members, veterans, and their families who need answers to common legal problems. The site describes how to identify someone who can provide legal advice, and it lists updates on policies affecting military members and vets, such as mortgage relief, permanent housing for homeless veterans, VA disability compensation, and GI Bill education benefits. The Legal Help site also contains a comprehensive listing of mental health services available to military members and veterans.

#### **Massachusetts Appleseed Center for Law and Justice**

(617) 482-8686 (Main phone line)  
44 School Street, Suite 415  
Boston, MA 02108

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

The Massachusetts Appleseed Center handles projects related to educating homeless children and youth by implementing the McKinney-Vento Act, the federal law that protects the rights of homeless children and youth to a free and appropriate public education. (The coalition of legal and social services organizations formed to implement this law is called the Massachusetts Advocates for the Education of Homeless Children and Youth, or MAEHYC.) The Center also addresses problems of immigrant access to financial services and trial court funding.

**Massachusetts Legal Help**

1-800-272-4232 (Toll-free Healthcare for All Helpline)

Note: Trained counselors provide free, confidential information about health coverage. The Helpline is open between 9:00 a.m. and 5:00 p.m. Monday through Friday; however, a caller may leave a message during other times and expect a response within 24 hours of his/her inquiry.

1-800-342-LAWS or 1-800-342-5297 (Toll-free Legal Advocacy and Resource Center Hotline)

(617) 603-1700 (Legal Advocacy and Resource Center Hotline)

Note: The Legal Advocacy and Resource Center Hotline is open between 9:00 a.m. and 1:00 p.m. Monday through Friday, with additional hours between 5:00 p.m. and 7:30 p.m. on Tuesdays.

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

This website is maintained by the Massachusetts legal aid community and provides basic information about a wide range of legal topics that affect low-income persons living in the Commonwealth. Topics include public and subsidized housing, family law and domestic violence, and eligibility for public benefits such as cash assistance, food stamps, shelter, unemployment, disability, and SSI.

**Massachusetts Trial Court Law Libraries**

[www.lawlib.state.ma.us](http://www.lawlib.state.ma.us)

This website contains information for finding free or low-cost legal assistance, the locations of 17 trial court law libraries in Massachusetts, listings of lawyers by their specialties, and a law librarian on duty from 9:00 a.m. to 4:00 p.m. Monday through Friday to take questions by phone, IM, or email. If a call comes in during a time that a librarian is not on duty, the caller may leave a message and expect a call back within 24 hours.

**CENTRAL MASSACHUSETTS****Community Legal Aid (formerly Legal Assistance Corporation of Central Massachusetts)**

1-800-649-3718 (Toll-free number)

(508) 752-3718 (Voice line)

(508) 755-3260 (TTY line)

405 Main Street, 4th Floor

Worcester, MA 01608

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

Community Legal Aid is a state-funded civil legal aid program that provides free civil (non-criminal) legal assistance on issues, such as employment and immigration, to low-income residents of Worcester County each weekday from 9:00 a.m. to 5:00 p.m. Community Legal Aid also holds office hours in Fitchburg every Wednesday from 10:00 a.m. to 4:00 p.m., in Southbridge on the first and third Wednesdays from 10:00 a.m. to 4:00 p.m., and in Milford on the first and third Wednesdays from 10:00 a.m. to 4:00 p.m.

**Massachusetts Justice Project (MJP)**

1-888-427-8989 (Toll-free Hotline)

(508) 831-9888 (Information line and link to Hotline)

405 Main Street, Suite 300

Worcester, MA 01608

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

MJP is a federally-funded legal services program that offers legal advice and/or written self-help materials to



low-income people on the following issues: landlord and tenant issues, evictions, divorce and custody cases, domestic violence, foreclosure, debt collection and bankruptcy, employment, and termination or denial of certain government benefits such as welfare and veterans benefits, Social Security, Unemployment Compensation, and Medicare. Hours are 9:30 a.m. to 4:00 p.m. Monday through Thursday and 9:30 a.m. to 1:00 p.m. on Friday.

### **MetroWest Legal Services (MWLS)**

1-800-696-1501 (Toll-free line)

(508) 620-1830 (Office line)

63 Fountain Street, Suite 304

Framingham, MA 01702

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

MWLS provides free civil (non-criminal) legal representation to low-income people who live in the central Middlesex and northern Norfolk communities. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

## **GREATER BOSTON**

### **Community Legal Services and Counseling Center (CLSACC)**

(617) 661-1010 (Office line)

1 West Street

Cambridge, MA 02139

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

CLSACC provides free civil (non-criminal) legal assistance and affordable psychological counseling for low-income clients. Hours for legal assistance are 9:00 a.m. to 5:00 p.m. Monday through Friday. To make an appointment, call the office during business hours.

### **Gay and Lesbian Advocates and Defenders (GLAD)**

(617) 426-1350

1-800-455-4523 (Toll-free Information Line)

30 Winter Street, Suite 800

Boston, MA 02108

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

[gladlaw@glad.org](mailto:gladlaw@glad.org)

GLAD is a legal rights and information organization whose purpose is to end discrimination based on sexual orientation, HIV status, and gender identity and expression.

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

1-800-323-3205 (Toll-free line)

(617) 371-1234 (Voice line)

(617) 371-1228 (TTY)

197 Friend Street

Boston, MA 02114

(617) 603-2700

60 Gore Street, Suite 203

Cambridge, MA 02141

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

GBLS provides free civil (non-criminal) and legal assistance to low-income individuals and families in Boston and 31 other cities and towns. Services range from legal advice to full case representation. Office hours for GBLS and its Legal Advocacy and Resource Center (LARC) are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **Justice Resource Institute (JRI) - Health Law Institute**

(617) 988-8700 x2513 (Office line for information)

25 West Street, 5th floor

Boston, MA 02111

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

The JRI Health Law Institute provides legal consultation, advice, and legal representation to low-income clients, with a focus on homeless and at-risk young adults. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **Roxbury Defenders - Youth Advocacy Project (YAP)**

(617) 989-8100 (Office line)

10 Malcolm X Blvd.

Roxbury, MA 02119

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

In addition to their Youth Advocacy Project, which provides representation for youth under 18, the Roxbury Defenders can help adult clients (18 and older) gain legal representation. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **Shelter Legal Services (SLS) Foundation, Inc.**

(617) 552-0623 (Office line)

885 Centre Street (Mailing address)

Newton, MA. 02459

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

SLS Foundation provides free legal information and other services to homeless people in the Boston/Cambridge area. The Foundation assists clients in addressing criminal, credit, housing, and child custody issues. It also offers one-day weekly legal clinics at Rosie's Place, the Cambridge Multi-Service Shelter for the Homeless, the New England Center for Homeless Veterans, and the Chelsea Soldiers' Home. Note: The address listed above is for mailing purposes only; it is not intended for clients.

## **NORTHEASTERN MASSACHUSETTS**

### **Merrimack Valley Legal Services (MVLS)**

1-800-336-2262 (Toll-free line for MA only)

(978) 458-1465 (Voice line)

(978) 452-4740 (TTY line)

35 John Street, Suite 302

Lowell, MA 01852

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

Merrimack Valley North Shore Legal Services (Lowell) and Neighborhood Legal Services (Lawrence and Lynn)

are legal aid programs that provide free legal advice and representation in non-criminal cases to low-income residents of parts of Essex and Middlesex counties. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

## **SOUTHEASTERN MASSACHUSETTS**

### **Justice Resource Institute (JRI) – Juvenile Court Clinic**

(508) 676-0090 (Note: After the recorded message, press '8' for the Court Clinic.)

289 Rock Street

Fall River, MA 02720

[www.jri.org/jcc/](http://www.jri.org/jcc/)

The Juvenile Court Clinic provides mental health evaluation, consultation, and liaison services to the Juvenile Courts of Barnstable, Plymouth, Bristol, Dukes, and Nantucket counties through contracts with the Massachusetts Trial Court and the Department of Mental Health's Forensic Services Division. The Clinic's services are appropriate for youth under the age of 18. The Clinic is open Monday through Friday from 8:30 a.m. to 4:30 p.m.

### **Legal Aid for Cape Cod and Islands (Legal Aid)**

1-800-742-4107 (Toll-free line)

(508) 775-7020

460 West Main Street

Hyannis, MA 02601

Legal Aid offers legal assistance to low-income individuals and families. Offices are open Monday through Friday from 9:00 a.m. to 5:00 p.m. Applications for legal aid can be made Monday through Thursday between 9:00 a.m. and 2:30 p.m., with extended intake hours on Tuesday from 5:00 p.m. until 7:30 p.m.

### **South Coastal Counties Legal Services, Inc. (SCCLS)**

(508) 676-5022 (Information and appointment line)

P.O. Box 2507 (Administrative Office)

Fall River, MA 02722

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

SCCLS (formerly Southeastern Massachusetts Legal Assistance Corp.) is a private, not-for-profit corporation that provides legal services to low-income people in civil matters. SCCLS's main offices are located in Brockton, Fall River, Hyannis, and New Bedford. Call the number listed above between 9:00 a.m. and 5:00 p.m. for information, an appointment, or the location of one of the offices.

## **WESTERN MASSACHUSETTS**

### **Community Legal Aid (formerly Western Massachusetts Legal Services)**

(413) 781-7814 (Office line)

One Monarch Place, Suite 400

Springfield, MA 01144

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

Community Legal Aid offers legal assistance in non-criminal cases to low-income persons and families on issues such as benefits denials, evictions, and other housing issues. Offices are located in Springfield, Greenfield,

North Adams, Northampton, and Pittsfield. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday

### **HIV/AIDS Law Consortium of Western Massachusetts**

(413) 732-0011 (Office line)

425 Union Street, Suite 118

West Springfield, MA 01089

[www.chd.org/index.php/hivaidslaw-consortium.html](http://www.chd.org/index.php/hivaidslaw-consortium.html)

[hivaidslawinfo@chd.org](mailto:hivaidslawinfo@chd.org)

The mission of the HIV/AIDS Law Consortium is to ensure access to legal services for individuals and families affected by HIV/AIDS. The Consortium is open Monday through Friday from 9:00 a.m. to 5:00 p.m.

## **Services for People with Disabilities**

### **STATEWIDE**

#### **Disabled Persons Protection Hotline**

1-800-426-9009 (Toll-free abuse-reporting Hotline)

#### **Massachusetts Network of Information Providers for People with Disabilities**

1-800-642-0249 (Toll-free line)

1-800-764-0200 (Toll-free line, TDD)

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

1-800-245-6543 (Toll-free line, TDD)

(617) 204-3600 (Information line)

(617) 204-3603 (MRC's ombudsman)

(617) 204-3851 (Housing and Supported Living Programs, Turning 22)

(617) 204-3852 (Brain Injury and Statewide Specialized Community Services Program)

(617) 204-3853 (Home Care Assistance Program)

(617) 204-3854 (Statewide Employment Services)

27 Wormwood Street (Administration offices)

Boston, MA 02210

[www.mass.gov/mrc](http://www.mass.gov/mrc)

The MRC promotes the equality and dignity of individuals with disabilities through employment and independent living in the community. The MRC is responsible for vocational rehabilitation services, community services, and eligibility determination for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) federal benefits programs. Services include abuse and neglect intervention, benefits programs, assistive technology (AT), job placement and training, and transportation. Office hours are 8:45 a.m. to 5:00 p.m. Monday through Friday.

## **CENTRAL MASSACHUSETTS**

### **Metro West Center for Independent Living, Inc. (MWCIL)**

(508) 875-7853 (Voice/TTY line)

280 Irving Street

Framingham, MA 01702

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

MWCIL offers the following services: disability and community-related information to all individuals who request it; up-to-date information to consumers about their civil rights under the Americans with Disabilities Act and other legislation prohibiting discrimination on the basis of disability; and the core services of independent living, advocacy, information and referral, peer support, and skills training, including computer training. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

## **GREATER BOSTON**

### **Boston Center for Independent Living**

1-866-338-8085 (Toll-free line)

(617) 338-6665 (Office line)

60 Temple Place, 5th Floor

Boston, MA 02116

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

The Center's Youth Program provides peer counseling, life skills, advocacy, and assistance in living independently for ages 14 to 22. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **Brio Integrated Theatre**

(781) 354-0952 (Office line for information)

P.O. Box 29 (mailing address only)

Winchester, MA 01890

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

Brio offers integrative workshops and educational programs to individuals with and without disabilities. Monthly workshops take place in a safe, supportive environment. Combining music and movement, the workshops generally lead to theatre productions written and choreographed by the children, teens, and young adults in the group. Workshops take place on Saturday mornings from 9:30 a.m. to noon and are free and open to all ages and abilities.

### **Cascap, Inc.**

(617) 492-5559 (Office line for information and company directory)

(617) 234-2992 (TTY)

678 Massachusetts Avenue

Cambridge, MA 02139

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

[info@cascap.org](mailto:info@cascap.org)

Cascap offers an array of services to improve the quality of life for members of the community who are disadvantaged by poverty, disability, or age. Services include development of affordable housing, functional

supports such as adaptive living skills, and assistance in the search for employment. Clinical services are recovery-focused and rehabilitative in nature. Hours are 10:00 a.m. to 4:00 p.m. Monday through Thursday and 9:00 a.m. to 12 noon on Friday. Note: The office is closed for lunch between noon and 1:00 p.m. The answering machine can take a message at any time.

### **Disability Law Center (DLC)**

1-800-872-9992 (Toll-free line for intake)

(617) 723-8455 (Voice)

1-800-381-0577 (Toll-free line, TTY)

(617) 227-9464 (TTY)

11 Beacon Street, Suite 925

Boston, MA 02108

[www.dlc-ma.org](http://www.dlc-ma.org)

The DLC offers free legal information, advocacy, and representation for low-income people with disabilities. DLC's priorities include assisting individuals who have been discriminated against based on their disability in the areas of education, employment, health and benefits, housing, mental health, and public accommodations. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday. Intake hours are 9:00 a.m. to 5:00 p.m. Monday, Tuesday, and Thursday.

### **McKay House—Heading Home**

(617) 864-0782 (Office line)

265 Rindge Avenue

Cambridge, MA 02140

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

The McKay House is intended for disabled homeless men who are 18 or older and on the Cambridge Single Room Occupancy (SRO) list. Men are provided housing in conjunction with effective support services. Office hours are Monday through Friday from 8:30 a.m. to 5:00 p.m.

### **Partners for Youth with Disabilities (PYD)**

(617) 556-4075 x14 (Mentoring and National Center Director's line)

95 Berkeley Street, Suite 109

Boston, MA 02116

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

PYD offers mentoring programs by matching youth ages 6 to 24 with adults, many of whom have similar disabilities and have encountered similar frustrations, but ultimately have experienced success. In addition to its core one-to-one Mentor Match Program, PYD offers multiple innovative programs that build skills in the area of independent living, self-advocacy, and career development. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **Waypoint Adventure**

34 Alder Street (Office address)

Waltham, MA 02453

[waypointadventure.org](http://waypointadventure.org)

Waypoint Adventure programs are adapted to accommodate people of all ages and abilities. A team of outdoor education professionals designs and supervises activities that include day hikes, backpacking, kayaking, indoor

and outdoor rock climbing, snowshoeing, and the Waypoint Adventure Challenge Course for developing problem-solving skills and teamwork.

## **NORTHEASTERN MASSACHUSETTS**

### **Northeast Independent Living Program (NILP)**

(978) 687-4288 (Voice/TTY line)

20 Ballard Road

Lawrence, MA 01843

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

NILP offers information and referral, peer counseling (majority of staff have disabilities themselves), skills training, and advocacy. For individuals with disabilities who are 14 to 22 and attending high school in the Merrimack Valley, NILP offers a program called A Smoother Transition, or AST. This program teaches independent living skills to those with cognitive, physical, psychiatric, or other disabilities.

## **SOUTHEASTERN MASSACHUSETTS**

### **Martha's Vineyard Community Services - Disability Services**

(508) 693-7900 (Office line)

(508) 693-7192 (Fax)

(508) 693-3843 (TTY line)

111 Edgartown Road

Vineyard Haven, MA 02568

[www.mvcommunityservices.com](http://www.mvcommunityservices.com)

[info@mvcommunityservices.com](mailto:info@mvcommunityservices.com)

Disability Services offers programs that are accredited by 'CARF' (Commission on Accreditation of Rehabilitation Facilities), assuring consumers the highest standards of service. The following three programs provide comprehensive services and supports under the umbrella of Disability Services. Daybreak Clubhouse provides vocational and social rehabilitation services and offers meaningful work, friendships, and opportunities for adults coping with mental illness. The Family Support Program strives to help families who have a family member with a developmental disability on Martha's Vineyard or Nantucket stay together and access needed supports and services. The Family Support Program is funded through a contract with the Department of Developmental Disabilities. The Island Employment Services (IES) works to develop permanent, year-round employment for Island residents in Island businesses. Funded by the Massachusetts Rehabilitation Commission (MRC), the IES has serviced the employment needs of individuals with disabilities since 1987 and has maintained one of the highest placement and job retention records in Massachusetts.

### **Southeast Center for Independent Living (SCIL)**

(508) 679-9210 (Voice/TTY line)

66 Troy Street, Suite #3

Fall River, MA 02720

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

SCIL offers advocacy, information and referral, peer support, and training in independent living skills. These

services are provided to people of all ages who have a disability. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

## **WESTERN MASSACHUSETTS**

### **AdLib, Inc. (Center for Independent Living)**

1-800-232-7047 (Toll-free line)

(413) 442-7047 (Voice/TTY line)

215 North Street

Pittsfield, MA 01201

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

The AdLib Center for Independent Living provides advocacy, information and referral, peer support, and skills training, including computer training, for individuals of all ages who have disabilities. The Center also offers deaf/hard-of-hearing independent living services, money management help, in-home assistance, legislative information, housing referrals, and transportation information. Its social and recreational center welcomes individuals with any disability and is open as a drop-in center on Tuesday, Thursday, and Friday nights from 5:00 p.m. to 9:00 p.m. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **Disability Law Center (DLC) – Northampton**

1-800-872-9992 (Toll-free line for intake)

(413) 584-6337 (Voice)

(413) 582-6919 (TTY)

32 Industrial Drive East

Northampton, MA 01060

[www.dlc-ma.org](http://www.dlc-ma.org)

The DLC offers free legal information and referral, advocacy, and representation for low-income people with disabilities. The Center's priorities include assisting individuals who have been discriminated against based on their disability in any of the following areas: education, employment, health and benefits, housing, mental health, and public accommodations. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.



## Young Parent Services

### STATEWIDE

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

(617) 536-0058

434 Massachusetts Avenue

Boston, MA 02118

AIM offers holistic services designed to help both mother and her children in all their needs. Serving 100 women each year, the program focuses on uniting the family, places faith in the mothers, and works with them to turn their lives around.

#### **Cradles to Crayons**

(617) 779-4700 (Office line)

155 North Beacon Street

Brighton, MA 02135

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

Cradles to Crayons provides homeless and low-income children ages 0 to 12 with the essentials they require to thrive—to feel safe, warm, ready to learn, and valued. Donated items such as new and gently used books, winter coats, hats and mittens, car seats, strollers, and safety gates are provided to low-income and homeless families for their children through various social service agencies. New socks and underwear as well as new toys for celebrating birthdays are also available. The result is that families do not have to choose between essentials like food in order to buy their children a warm winter coat or gifts to celebrate a special occasion.

#### **Head Start and Early Head Start**

1-866-763-6481 (Toll-free line)

(781) 449-1856 (Office line, Executive Director)

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

Head Start is a free preschool program for 3- to 5-year-olds; Early Head Start is a free program designed for pregnant women, infants, and toddlers. These programs offer center-based, family child care; they also offer home visiting options. Through Head Start and Early Head Start, parents can get health and dental screenings for their children, nutrition counseling, and safety education. Pregnant women can access parenting training and referrals to health and social services. Children can take part in play groups and educational activities.

#### **Horizons for Homeless Children (HHC)**

(617) 445-1480 (Main phone line)

Edgerley Family Community Children's Center (HHC headquarters)

1705 Columbus Avenue

Roxbury, MA 02119

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

HHC provides early care and education to homeless children. With the help of shelter residents, staff, and volunteers, HHC creates Playspaces for children living in shelters throughout Massachusetts. These kid-friendly spaces come equipped with libraries, building blocks, art supplies, and other materials to challenge children physically and creatively and allow them to have a place to use their imaginations. The program recruits, trains,

and assigns volunteers known as Playspace Activity Leaders, or PALs, to supervise and engage children in fun and educational play.

### **Massachusetts Appleseed Center for Law and Justice**

(617) 482-8686 (Main phone line)

44 School Street, Suite 415

Boston, MA 02108

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

[massappleseed@appleseednetwork.org](mailto:massappleseed@appleseednetwork.org)

The Massachusetts Appleseed Center implements the McKinney-Vento Act to ensure that educational opportunities are available to homeless children and youth. The McKinney-Vento Act is the federal law that protects the rights of homeless children and youth to a free and appropriate public education. (The coalition of legal and social services organizations formed to implement this law in the Commonwealth is called the Massachusetts Advocates for the Education of Homeless Children and Youth, or MAEHYC.)

### **Massachusetts Women, Infants, and Children Program (WIC)**

1-800-942-1007 (Toll-free line for WIC)

[www.mass.gov/wic](http://www.mass.gov/wic)

WIC is a federal program that issues checks for healthy food to low-income pregnant women and new and nursing mothers of children under the age of five. WIC also offers immunization screening and referral, breastfeeding support, and nutrition and health workshops. Information about these programs is available by phone between the hours of 8:00 a.m. and 5:00 p.m. each day. Note: Fathers and other caregivers of children under the age of five also may enroll in WIC.

### **MassHealth Service Center - Healthy Start**

1-800-841-2900 (Toll-free line for MassHealth Service Center)

1-800-497-4648 (TTY toll-free line)

1-888-488-9161 (Toll-free line for Healthy Start Program)

[www.mass.gov/eohhs/consumer/insurance/more-programs/healthy-start.html](http://www.mass.gov/eohhs/consumer/insurance/more-programs/healthy-start.html)

The Healthy Start Program offers health insurance to low-income, uninsured pregnant women who are also eligible for MassHealth Limited. The Program is designed to improve access to early, comprehensive, and continuous prenatal care and to improve the health of newborns and their mothers. Healthy Start also provides postpartum obstetric and gynecological care. The MassHealth office is open from 9:00 a.m. to 5:00 p.m. Monday through Friday. Program hours are from 8:30 a.m. to 5:00 p.m. Monday through Friday.

### **Morgan Memorial Goodwill Industries**

(617) 455-1010 (Office line)

(617) 541-1209 (GoodGuides line)

(617) 541-1212 (Academy line)

1010 Harrison Avenue

Boston, MA 02119-2540

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

Goodwill Industries offers youth an opportunity to attend the summer Fresh Air Camp, where they can learn to swim, make friends, and participate in leadership and community service programs. Goodwill Industries also offers GoodGuides, a mentoring program that matches at-risk youth ages 12 to 17 with caring adults who

provide support and encouragement and serve as positive role models. Goodwill sponsors a free after-school program, the BNY Mellon Academy for Girls, for female students in grades 4 through 12. The Academy provides a safe, supportive environment in which the staff offers homework assistance, field trips, snacks, vacation programming, leadership training, access to technology, and college and career preparation.

### **One Tough Job**

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

One Tough Job is an online resource in Spanish and English created to support parents by providing current, reliable, and practical information on topics related to raising children from infancy through adolescence. Topics include nutrition, parenting tips sorted by children's ages, health/safety, and growth/development.

### **Parents Helping Parents (PHP)**

1-800-882-1250 (Toll-free number for statewide office of PHP)

1-800-632-8188 (Toll-free Parental Stress Line and Parents Support Group information)

(617) 926-5008 (Massachusetts Parental Stress Line)

108 Water Street

Watertown, MA 02472

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

PHP is a self-help program for parents and caregivers with children who are 18 years old or younger. The Parental Stress Line is a 24-hour confidential and anonymous helpline for parents who need to talk about problems they are having with their children. A volunteer counselor is available 24 hours a day. Confidential Parent Support Groups meet weekly at many locations in Massachusetts. At these meetings, parents can talk with other parents about ways to improve their relationships with their children.

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

1-800-258-4448 (Toll-free Hotline)

1-800-230-7526 (Toll-free line for Greater Boston)

(617) 616-1616 (Sexual Health Counseling and Referral Hotline for the Boston area)

(508) 854-3300 (Worcester area)

(413) 732-1620 (Springfield area)

1055 Commonwealth Avenue (Greater Boston Health Center)

Boston, MA 02215

[www.plannedparenthood.org/ma](http://www.plannedparenthood.org/ma)

The Planned Parenthood League offers services and counseling around birth control and the sexual health issues of both men and women. Specifically, the League provides referral services, HIV and other STI testing, hepatitis and HPV vaccines, GLBT services, STI treatment, and emergency contraception. The Greater Boston Health Center is open on the first and third Monday of each month from 8:30 a.m. to 7:00 p.m., the second and fourth Monday of each month from 7:30 a.m. to 7:00 p.m., Tuesday and Thursday from 7:30 a.m. to 7:00 p.m., Wednesday and Friday from 7:30 a.m. to 5:30 p.m., and Saturday from 7:30 a.m. to 2:00 p.m.

### **Project Bread (PB)**

1-800-645-8333 (Toll-free FoodSource Hotline)

(617) 723-5000 (Main phone line)

145 Border Street

East Boston, MA 02128

[www.projectbread.org](http://www.projectbread.org)  
[info@projectbread.org](mailto:info@projectbread.org)

PB is dedicated to alleviating, preventing, and ultimately ending hunger in Massachusetts. PB strives to improve the nutrition of struggling families by providing them with ongoing access to nutritious food in its 400 emergency food programs around the state. In addition to its *Food Resource Guide*, which can be found online, PB offers the following programs: School Meals, Summer Food Service (free meals to needy children 18 and under), and food stamps, currently known as SNAP, or Supplemental Nutrition Assistance Program.

### **School on Wheels of Massachusetts**

1-800-906-9576 (Toll-free line)  
 (508) 587-9091 (Headquarters office line)  
 790 West Chestnut St. (Headquarters)  
 Brockton, MA 02301

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

School on Wheels offers the following programs: the Preschool Readiness Program, the Family Read-Aloud Program, and the High School Plus Program. Volunteers and program services help youth impacted by homelessness reach their full potential. The Preschool Readiness Program offers group preschool sessions led by volunteer tutors who teach school readiness skills (social skills and basic academic concepts) and help children build confidence and develop an interest in learning. The sessions are designed for children who are 3 to 5 years old. The Family Read-Aloud Program offers time for parents and children at various program sites to listen to interactive stories read aloud. New books are given to each child to help him/her build his own personal library and encourage families to read together. High School Plus offers guidance and assistance for high school students interested in continuing their education. Students are connected with colleges or vocational programs as well as local agencies to facilitate their moving forward with their plans. School on Wheels assists with the application process, including financial aid, SAT registration, college visits, and scholarship opportunities. It also helps pay for school fees, books, housing deposits, and dorm supplies.

## **CENTRAL MASSACHUSETTS**

### **Athol Area YMCA**

(978) 249-3305 (Office line)  
 545 Main Street  
 Athol, MA 01331

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

The Athol Area YMCA offers values-based programs and services designed to develop healthy lifestyles among youth and their families. Programs include health and wellness, aquatics, camp, and youth and adult sports and family activities. Childcare called Y~Kids Depot is a kindergarten through grade 6 after-school program licensed by the MA Department of Early Education and Care. It operates from the close of school until 5:45 p.m. on regular and early release school days. When school is closed during December, February, and April vacation, Y~Kids Depot operates from 7:45 a.m. until 5:45 p.m. The Athol Area YMCA also offers a half-day nursery school program. Financial assistance, based on need, income, and family size, is available. Transitional housing is being offered to homeless young men who are 18 and older. Six rooms have been set aside for this purpose.

**Jeremiah's Inn**

(508) 755-6403 (Office line)

P.O. Box 30035

1059 Main Street

Worcester, MA 01603

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

[info@jeremiahsinn.org](mailto:info@jeremiahsinn.org)

Jeremiah's offers a food pantry (The Emergency Nutrition Center) that each household may access once a month for emergency food assistance. Hours are 9:00 a.m. to 2:00 p.m. Monday, Tuesday, Wednesday, and Friday and 11:00 a.m. to 2:00 p.m. on Thursday.

**L.U.K. Crisis Center, Inc. - Young Parent Support**

(978) 345-0685 x240

545 Westminster Street

Fitchburg, MA 01420

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

The L.U.K. Crisis Center offers a parenting education and support program for young parents under age 24 with children ages birth through six years. The program is called "Growing Together". Pregnant and parenting students who are enrolled in the Fitchburg Evening Alternative High School Program receive credit toward a high school diploma for taking part in this 10-week parenting series.

**Lutheran Social Services - Florence House**

(508) 849-2156 (Director's line for Lutheran Social Services and Teen-Living Program)

(508) 756-2396 (24-hour line, answered by a staff member)

12 George Street

Worcester, MA 01609

[www.lssne.org/Parenting-Teen-Living.aspx](http://www.lssne.org/Parenting-Teen-Living.aspx)

The Florence House provides transitional housing for homeless mothers, ages 13 to 20, and their children. Services include support in pursuing a high school diploma, and parenting and life skills training. Children receive early intervention health care and specialized services.

**Young Parents Program (YPP)**

(508) 767-2505 x3028 (Director's office line)

(508) 791-3181 (Office line for YMCA, where YPP is located)

One Salem Square

Worcester, MA 01608

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

The YPP serves pregnant and parenting teens between the ages of 14 and 21 who are receiving DTA benefits. Programming includes GED preparation classes, case management, career counseling, and workshops in parenting, job exploration and readiness, and various other life skills. The Program runs Monday through Friday from 9:00 a.m. to 2:30 p.m.

## **GREATER BOSTON**

### **Action for Boston Community Development (ABCD) - Early Head Start Teen Parent Program**

(617) 348-6672 (General office line)

(617) 426-2855 (Line that directs clients to Head Start locations)

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

ABCD's Early Head Start Teen Parent Program offers year-round daycare to children of parents 19 or younger who are employed or attending school. The majority of parents in this program are able to finish high school and move into higher education, training programs, or upwardly mobile jobs. The Young Parents Program serves 16- to 21-year-old parents and expectant parents, who receive individual counseling and support and take parenting skills classes.

### **Adbar Ethiopian Women's Alliance**

(617) 234-8981 (Office line for information)

1151 Massachusetts Avenue (Physical address)

P.O. Box 382302 (Mailing address)

Cambridge, MA 02138

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

[adbar@ethiopianwomen.org](mailto:adbar@ethiopianwomen.org)

Adbar, which means *goddess* in Ethiopian, offers programs, services, and referrals to meet the needs of immigrant and other marginalized women as well as homeless, low-income, and at-risk individuals and families. Services include counseling, literacy training, leadership development, and economic and social empowerment programs. Adbar also publishes a quarterly newsletter and holds monthly meetings to build caring relationships, to discuss issues that are pertinent to the lives of women and girls, and to sample other cultures, foods, and ways of life. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday and by appointment on Saturday and Sunday.

### **Boston Neighborhoods Healthy Families of Crittenton Women's Union**

(617) 424-9410 (Emergency line)

(617) 782-7600 (General office line)

(617) 259-2900 (Administrative Offices, including Advocacy and Research)

(857) 559-2114 (Program Coordinator's line for making referrals)

Crittenton-Hastings House

10 Perthshire Road

Brighton, MA 02135

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

Boston Neighborhoods Healthy Families is a home visiting program for young parents, ages 20 and under who are pregnant or parenting for the first time. When a couple or young person enrolls in this free and voluntary program, a home visitor is assigned to work with the parent or couple until their child turns three years old. Healthy Families serves the neighborhoods of Allston/Brighton, Mattapan, Hyde Park, Roslindale, West Roxbury, Brookline, and parts of downtown Boston. Home visitors provide information about pregnancy, labor/delivery, child development, health/well-being, and a wide range of other topics. Home visitors speak English, Spanish, Portuguese, Haitian, Creole, and French and can help participants set goals and connect with other resources in the community. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

**Casa Myrna - Teen Parenting Program (TPP)**

(617) 521-0100 (Office line for general information)  
 1-877-785-2020 (Toll-free domestic violence SafeLink)  
 P.O. Box 180019  
 Boston, MA 02118

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

The Teen Parenting Program is a residential program for pregnant and parenting teens who have been victims of abuse. While at TPP, young mothers receive intensive education in parenting their young children, attend high school or GED classes, and participate in vocational or job-skills training programs. TPP also offers nightly group meetings on topics such as building meaningful self-esteem and the dynamics of abusive relationships. The teens tend to stay in the program for 12 to 14 months.

**Catholic Charities Young Parents Program (YPP)**

(617) 506-6600 (Office line)  
 El Centro del Cardenal at Yawkey - Boston  
 185 Columbia Road  
 Dorchester, MA 02121

[www.ccab.org/young\\_parent.html](http://www.ccab.org/young_parent.html)

The Young Parents Program provides counseling and case management services for pregnant and parenting teens and young adults ages 14 to 21. The YPP is designed to help young parents gain the skills and knowledge that they need to set goals for their lives, to develop self-sufficiency, and to provide a nurturing, safe environment for themselves and their children. Services include parenting skills education, household management and budget training, education and job planning, advocacy referral for medical care, housing, child care, and adoption counseling.

**COMPASS for Kids**

(781) 862-4446 (Office line)  
 4 Militia Drive, Suite 7 (Administrative office)  
 Lexington, MA 02421

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

[info@compassforkids.org](mailto:info@compassforkids.org)

COMPASS helps children of homeless families by guiding their parents in positive directions. This may be achieved through supporting a parent enrolled in the COMPASS Community College Collaborative program at Roxbury Community College or at Northern Essex Community College in Lawrence. COMPASS for educators provides results-oriented professional development to preschool teachers throughout Massachusetts by partnering with the Department of Early Education and Care and with other agencies. In this way, homeless families and those living in poverty can access quality early childhood education for their children, in nurturing and emotionally supportive classrooms where teachers promote early literacy and math skills.

**Futures for Young Parents of Just-a-Start Corporation**

(617) 623-6667 x12 (Office line, with extension for on-site program coordinator/program counselor)  
 466 Mystic Avenue  
 Somerville, MA 02145

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

Futures for Young Parents is a free GED program for pregnant or parenting young people ages 15 to 21 who are



receiving Transitional Assistance for Families with Dependent Children (TAFDC). The academic classroom is made up of students of all abilities and two teachers. In addition to five subject areas, the following skills are taught: computer, job search and application, parenting, and other life skills. Since the GED is available in Spanish, the Futures classroom also accommodates Spanish speakers. Futures is open Monday through Thursday from 9:00 a.m. to 1:15 p.m. Counseling and job developing sessions are held from 1:30 to 2:30 p.m.

### **Good Grief Program**

(617) 414-4005 or (617) 921-4008 (Office lines for information)

Boston Medical Center

Department of Pediatrics

Good Grief Program

Vose Hall, 403

92 East Concord Street

Boston, MA 02118

[www.bmc.org/pediatrics-goodgrief/services/thecircle.htm](http://www.bmc.org/pediatrics-goodgrief/services/thecircle.htm)

The Good Grief Program offers bereavement support to children and their parents or guardians through a service known as the CIRCLE. The CIRCLE provides a safe place where families may find individual expression for their loss and develop competence in managing their grief in ways that promote resiliency and self-esteem. The CIRCLE encourages remembering and sharing through creative outlets such as writing, playing, singing, and creating art. Families meet two Monday evenings a month throughout the school year from 6:00 p.m. to 8:00 p.m. and includes children, ages 5 to 13, with an accompanying adult. A free pizza dinner is served.

### **Greater Boston Food Bank**

(617) 427-5200 (General office line)

70 South Bay Avenue

Boston, MA 02118

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

The following food distribution and education programs for children and their families are sponsored by the Greater Boston Food Bank: Backpack Program, Brown Bag Program, and Kids Cafe. The Backpack Program serves children across Lynn, Lawrence, South Boston, Chelsea, Everett, and Lowell. It is designed to meet children's need for food when they cannot access the weekday free or reduced-price school meals. When the weekend arrives, children are given backpacks filled with nutritious food to take home. The Brown Bag Program provides a supplemental bag of groceries to needy families with children. Depending on availability, the bag may contain such nutritious foods as milk, cheese, pasta, rice, ground beef, tuna, green beans, peanut butter, and oatmeal. Kids Cafe is an interactive, hands-on nutrition program generally offered to Boys and Girls Clubs in low-income areas such as Fall River, Brockton, Roxbury, Dorchester, Chelsea, the West End, South Boston, and Charlestown. Each Club receives weekly deliveries of foods requested by Kids Cafe chefs. The program provides hot meals for the children and helps them learn about healthy eating and how eating healthy foods results in active minds and bodies. Children are given opportunities to make smart snacks and meals together and also are given a "take home" bag of food. During the school year, Kids Cafe offers dinner five nights a week; in the summer, the program provides breakfast and lunch.



**Jewish Family and Children's Services (JFCS)**

(781) 647-5327 (Main office line)

1430 Main Street

Waltham, MA 02415

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

[info@jfcsboston.org](mailto:info@jfcsboston.org)

The Jewish Family and Children's Services promotes the healthy development of families at the earliest stages with programs for pregnant women and new parents. The JFCS offers advice, support, and consultations on parenting issues, including infant care, feeding, sleep, and postpartum depression.

**Reach Out and Read (ROR)**

(617) 455-0655 (ROR coordinator's line)

56 Roland Street, Suite 100 D

Boston, MA 02129

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

ROR is a free program that begins at a child's sixth-month medical checkup and continues through age five, with special emphasis on children in low-income communities. ROR promotes early literacy and school readiness in pediatric exam rooms by giving new, developmentally appropriate books to children and advice to parents about the importance of reading aloud.

**Roca, Inc.**

(617) 889-5210 (Office and information line)

101 Park Street

Chelsea, MA 02150

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

Roca's Healthy Families is a family-centered, community-conscious, and culturally-sensitive program for pregnant and parenting teens. Healthy Families is funded and administered by the Children's Trust Fund, a child advocacy group, and serves approximately 150 teen and first-time parents each year. The program provides home visits, child development screenings, parent education and support groups, parent-infant/child interaction groups, family-focused social events, resources, and referrals.

**Teen and Tot Program (TTP) at Boston Medical Center**

(617) 414-4528 (Teen and Tot line)

Pediatric Primary Care and Adolescent Center

Yawkey Ambulatory Care Center, 5th Floor

850 Harrison Avenue

Boston, MA 02118

[www.bmc.org/pediatrics-teenandtotprogram.htm](http://www.bmc.org/pediatrics-teenandtotprogram.htm)

The Teen and Tot Program offers care, support, and education for pregnant and parenting adolescents and their children. TTP was created so that youth up to age 21 and their children up to age three can go to medical appointments together. Parents who use TTP have access to prenatal care; information about nutrition, breastfeeding, early childhood development, and family planning; and newborn care basics. In addition, the Center offers parenting groups, nutrition counseling, and confidential HIV and STI counseling.

**The Second Step**

(617) 965-3999 (Office line)

P.O. Box 600213 (Mailing address)

Newtonville, MA 02460

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

[info@TheSecondStep.org](mailto:info@TheSecondStep.org)

The Second Step is a comprehensive program for survivors of domestic violence and their families. It creates a safe, supportive community, identifies choices for survivors, and builds foundations for transcending abuse.

The Second Step also provides safety planning, advocacy, transitional housing, children's programs, legal case management, and a number of different services for families transitioning away from abuse.

## **NORTHEASTERN MASSACHUSETTS**

**Brigid's Crossing – Catholic Charities**

(978) 454-0081 (Office line)

48 Lawrence Street

Lowell, MA 01854

[www.ccab.org/brigids.html](http://www.ccab.org/brigids.html)

Brigid's Crossing is an educational program that assists young mothers who have Department of Children and Families, or DCF, referrals and are 14 to 22 years of age. The program offers the following services: group counseling, family assessment and case management, parenting and life skills training, help in acquiring a high school diploma or GED, and employment training.

**Catholic Charities - Young Parents Program - North**

(781) 593-2312

55 Lynn Shore Drive

Lynn, MA 01902

[www.ccab.org/services](http://www.ccab.org/services)

The Young Parents Program provides counseling and case management services for pregnant and parenting individuals age 23 years or younger.

## **SOUTHEASTERN MASSACHUSETTS**

**Esther R. Sanger Center for Compassion**

(617) 471-7075 (24-hour crisis and referral Hotline)

(617) 847-6967 (Office line for information)

282 Billings Road

Quincy, MA 02170

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

The Esther R. Sanger Center is a Christian faith-based outreach agency whose mission is to serve the needs of the hungry and the homeless. The Center achieves its mission by offering free noontime meals each weekday in Quincy Center (basement of the Church of the Presidents, 1306 Hancock Street, Quincy Center). Through its Food for Families program, the Sanger Center makes regular deliveries of free groceries directly to the homes

of families and others who cannot access other food pantries because of a disability. The Sanger Center also offers homeless women with young children a residential program in which educational and social services assist students in achieving long-term positive changes in their lives and gaining financial independence.

#### **Lutheran Social Services-Ruth House**

(508) 580-5773 (Main line for the Ruth House Teen-Living program)

553 North Main Street

Brockton, MA 02401

[www.lssne.org/Children-and-Families/Parenting-Teen-Living.aspx](http://www.lssne.org/Children-and-Families/Parenting-Teen-Living.aspx)

The Ruth House provides transitional housing for homeless mothers, ages 13 to 20, and their children. Services include parenting and life skills training as well as support in pursuing a high school diploma. Children receive early intervention health care and specialized services.

#### **Nam Vets Association of the Cape & Islands**

(508) 778-1590 (Office line)

569 Main Street

Hyannis, MA 02601

[www.namvets.net](http://www.namvets.net)

Nam Vets serves veterans of all eras, not only veterans of the Viet Nam era. It offers the following services: counseling for vets and their families, including a women's support group; help for individuals with PTSD; stress management and crisis intervention sessions; substance abuse treatment program referrals; a VA supported employment program, including referrals to employment resources, a vocational rehabilitation program, and résumé preparation assistance; transitional and permanent housing assistance; and a food pantry.

## **WESTERN MASSACHUSETTS**

#### **BerkshireWorks – Berkshire Training and Employment Program**

(413) 499-2220 x110

160 North Street

Pittsfield, MA 01201

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

BerkshireWorks is a career center that offers job training and employment referrals to young people. The center also has a GED preparation program for young parents and at-risk youth ages 16 to 21 who are receiving Temporary Assistance to Needy Families, or TANF.

#### **Child Care Outlook**

(413) 772-2177 (Office line)

393 Main Street (Mailing address)

Greenfield, MA 01301

(413) 387-1210 (Office line)

56 Vernon Street

Northampton, MA 01060

[www.communityaction.us/child-care-outlook-help-finding-and-paying-for-child-care.html](http://www.communityaction.us/child-care-outlook-help-finding-and-paying-for-child-care.html)

Child Care Outlook is a program of Community Action and the child care resource and referral agency in

Franklin and Hampshire Counties and the North Quabbin region. It offers the following services: parenting information; childcare referrals, which help parents choose appropriate providers as well as the kind of childcare that works best for their particular needs and income; and counseling to assist parents in finding subsidies that help pay for childcare. Services are free.

### **Family Center (Community Action of the Franklin, Hampshire, and North Quabbin Regions)**

(413) 475-1553 (Office line for information)

(413) 773-9309 (Office line in Greenfield)

(413) 475-1550 (Family Learning Center and Parent-Child Home Program line for Young Parent Program, Early Head Start Infant/Toddler Classroom, and home visits)

(413) 475-1545 (Healthy Families line for accessing visiting support for pregnant or parenting first-time parents under age 21)

(413) 475-1555 (Franklin County Family Network line for family support and information about playgroups, workshops, and family activities)

90 Federal Street

Greenfield, MA 01301

The Family Center offers play groups and fun activities for parents/caregivers and their children ages 0 to 3 years. The Family Learning Center offers adult education, GED preparation classes, and the Parent-Child Home Program. The Home Program promotes school readiness through books and educational play; it consists of twice-weekly home visits by trained staff for 2- and 3-year-olds in Greenfield, Turners Falls, and Orange. All programs are free. Bilingual (Spanish/English) services are available. The Healthy Families services are voluntary and confidential.

### **Teen Living Program**

(413) 737-5354 (Line to speak with someone about the Teen Living Program)

95 Jefferson Avenue

Springfield, MA 01107

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

The Teen Living Program is a transitional living program for young mothers up to their 20th birthday. It operates under the umbrella of Open Pantry Community Services, Inc.

### **YWCA of Western Massachusetts**

(413) 732-3121 (General office line)

1 Clough Street (Agency headquarters)

Springfield, MA 01118

### **Young Parent Support Services – Hampden County**

(413) 732-3121 x171 (Director's line)

1 Clough Street (Agency headquarters)

Springfield, MA 01118

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

The Young Parent Support Services are community-based programs that provide home visiting services using the Parent As Teachers model. Services also include prenatal education, parenting support, and assistance in educational and vocational goal achievement for young parents up to the age of 24. The Entrada program, located in Springfield, may serve parents up to the age of 27. All services are free and confidential.

### **Young Parent Support Services – Hampshire and Franklin Counties**

(413) 586-6807 x22 (Director's line)

6 Myrtle Street

Northampton, MA 01060

## Appendix

### Department of Children and Families (DCF): Adolescent Outreach

Young adults who turn 18 while in the custody of DCF are eligible to sign a Voluntary Placement Agreement up to age 22, if placement remains necessary and they choose to follow a DCF service plan and attend school or vocational training. Young adults who will receive a bachelor's degree during their 22nd year may continue with placement services until age 23 with the approval of the Area Director.

If individuals choose *not* to continue placement or services with the DCF, then their DCF case closes. These individuals retain their MassHealth coverage until age 21 and may re-apply for DCF services at any time before their 22nd birthday. Young adults who want to re-apply to DCF for voluntary services should do so at the DCF area office closest to their current address. For more information, they should contact the Adolescent Outreach Supervisor in their region.

#### Adolescent Outreach Program Directory

(617) 748-2231 (Director of Adolescent Services)

(617) 748-2430 (Program Supervisor)

(617) 748-2421 (Program Coordinator)

(617) 748-2232 (Program Coordinator)

(617) 748-2309 (ETV Social Worker)

#### The Discharge Support Program

(617) 748-2421 (Contact person)

The Discharge Support Program provides financial and outreach support to youth who are 18 to 21 and discharging from DCF to independent living. Youth may be eligible for funding to assist with first and last months' rents, the security deposit, and the initial utilities charges.

#### Outreach Services

(617) 748-2232 (Contact person)

Outreach workers provide intensive, individualized skills assessment and training to youth ages 14 to 21 in out-of-home placement. Adolescents gain information about healthy relationships and permanency planning, and they receive support in developing a positive self-image. For referral to the Adolescent Outreach Program, contact your social worker.

## Department of Children and Families

<b>Central Office Massachusetts</b> 24 Farnsworth Street Boston, MA 02210 (617) 748-2000 operator (617) 748-2400 auto attendant Fax: (617) 261-7435 <a href="http://www.mass.gov/dcf">www.mass.gov/dcf</a>	<b>Regional Office</b> 30 Mystic Street Arlington, MA 02474 (781) 641-8200 Fax: (781) 648-6909
<b>Greater Boston Regional Office</b> 451 Blue Hill Avenue, 2nd Floor Dorchester, Ma 02121 (617) 989-9200 Fax: (617) 882-4849	<b>Arlington</b> 30 Mystic Street Arlington, MA 02474 (781) 641-8500 1-800-769-4615 (Toll-free number) Fax: (781) 646-5172
<b>New Chardon Street/Boston</b> 41 New Chardon Street (Temporary Home for Women and Children) Boston, MA 02114 (617) 720-3611 Fax: (617) 723-7486	<b>Cambridge/Somerville</b> 810 Memorial Drive Cambridge, MA 02139 (617) 520-8700 Fax: (617) 354-0243
<b>Chelsea</b> 80 Everett Avenue Chelsea, MA 02150 (617) 660-3400 Fax: (617) 884-0215	<b>Framingham</b> 63 Fountain Street Framingham, MA 01702 (508) 424-0100 Fax: (508) 872-8340
<b>Dorchester</b> The Esquire Building 50 Park Street Dorchester, MA 02122 (617) 822-4700 Fax: (617) 282-1019	<b>Malden</b> 22 Pleasant Street Malden, MA 02148 (781) 388-7100 Fax: (781) 324-2209
<b>Hyde Park</b> 1530 River Street Hyde Park, MA 02136 (617) 363-5000 Fax: (617) 360-2650	<b>South Weymouth</b> 541 Main Street South Weymouth, MA 02190 (781) 682-0800 Fax: (781) 337-4587
<b>Roxbury</b> 30 Dimock Street Roxbury, MA 02119 (617) 989-2800 Fax: (617) 445-9147	<b>Regional Office</b> 141 Main Street Brockton, MA 02401 (508) 894-3700 Fax: (508) 559-7878
<b>Northeast Southeast Regional Office</b> Everett Mills 15 Union Street, 2nd Floor Lawrence, MA 01840 (978) 557-2700 Fax: (978) 557-9231	<b>Brockton</b> 110 Mulberry Street Brockton, MA 02302 (508) 894-3700 PSU: (508) 588-2281 Fax: (508) 559-7695

<b>Cape Ann/Salem</b> 45 Congress Street, Building 4 Salem, MA 01970 (978) 825-3800 (978) 825-3900 Fax: (978) 825-9091	<b>Cape Cod/Hyannis</b> 500 Main Street Hyannis, MA 02601 (508) 760-0200 1-800-352-0711 (Toll-free number) Fax: (508) 790-3006
<b>Haverhill</b> 3 Ferry Street Bradford, MA 01835 (978) 469-8800 Fax: (978) 469-8990	<b>Fall River</b> 1567 North Main Street, back of building Fall River, MA 02720 (508) 235-9800 Fax: (508) 672-5404
<b>Lawrence</b> Everett Mills 15 Union St., 2nd Floor Lawrence, MA 01840 (978) 557-2500 Fax: (978) 683-7455	<b>New Bedford</b> 100 North Front Street New Bedford, MA 02740 (508) 910-1000 Fax: (508) 990-7321
<b>Lowell</b> 33 East Merrimack Street Lowell, MA 01852 (978) 275-6800 PSU: (978) 275-6900 Fax: (978) 452-5896	<b>Plymouth</b> 61 Industrial Park Road Plymouth, MA 02360 (508) 732-6200 1-800-423-2338 Fax: (508) 747-1239
<b>Lynn</b> 330 Lynnway, Suite 201 Lynn, MA 01902 (781) 477-1600 PSU: (781) 593-5755 Fax: (781) 592-3380	<b>Taunton/Attleboro Mill River Place</b> 1 Washington Street, Suite 21 Taunton, MA 02780 Phone: 508-821-7000 1-800-441-3143 (Toll-free number) Fax: 508-822-1453
<b>Central Western Regional Office and Region Legal Office</b> 121 Providence Street Worcester, MA 01604 (508) 929-2130 Fax: (508) 754-0420	<b>Worcester East Area Office</b> <b>Worcester West Area Office</b> 121 Providence Street Worcester, MA 01604 (508) 929-2000 Fax: (508) 754-9803
<b>North Central</b> 690 Mechanic Street, Suite 100 Leominster, MA 01453 (978) 353-3600 1-800-479-6111 (Toll-free number) Fax: (978) 466-5960	<b>Regional Office</b> 140 High Street, 5th Floor Springfield, MA 01105 (413) 452-3350 Fax: (413) 781-4482
<b>South Central/Blackstone Valley</b> 185 Church Street Whitinsville, MA 01588 (508) 929-1000 Fax: (508) 234-4110	<b>DCF: Northampton Office</b> The Northampton office is a work space only. Please call number listed below. (413) 587-7955 Fax: (413) 586-6776

<b>Springfield</b> 140 High Street, 5th Floor Springfield, MA 01105 (413) 452-3200 Fax: (413) 739-5851	<b>Greenfield</b> 143 Munson Street, Unit 4 Greenfield MA, 01301 (413) 775-5000 1-800-842-5905 (Toll-free number) Fax: (413) 773-5773
<b>Pittsfield</b> 53 Eagle Street, 2nd Floor Pittsfield, MA 01201 (413) 236-1800 1-800-292-5022 (Toll-free number) Fax: (413) 445-4507	<b>Holyoke</b> 261 High Street Holyoke, MA 01040 (413) 493-2600 1-800-698-3935 (Toll-free number) Fax: (413) 533-9355
<b>DCF: Robert Van Wart Center</b> 112 Industry Avenue Springfield, MA 01104 (413) 205-0500 Fax: (413) 205-0650	



## Benefits Services

### How to Apply for Public Assistance

1-800-249-2007 (Toll-free number)

To apply for public assistance, go to the Transitional Assistance Office below that covers your town. There you will meet with a Transitional Assistance Worker who will start the process. If you do not speak English, the Department of Transitional Assistance will provide translation. This should not delay your access to benefits. Hours for *most* offices listed below are between 7:30 a.m. and 5:00 p.m. Monday through Friday.

<b>Brockton Office</b> (508) 895-7000 75 Commercial St. Brockton, MA 02302	<b>Hyannis Office</b> (508) 862-6600 500 Main Street Hyannis, MA 02601	<b>North Shore (Salem) Office</b> (978) 825-7300 35 Congress Street Salem, MA 01970
<b>Dudley Square Office</b> (617) 989-6000 2201 Washington St. Roxbury, MA 02119	<b>Lawrence Office</b> (978) 725-7100 15 Union Street Lawrence, MA 01840	<b>Pittsfield Office</b> (413) 236-2000 160 North Street Pittsfield, MA 01201
<b>Fall River Office</b> (508) 646-6200 1567 North Main Street Fall River, MA 02720	<b>Lowell Office</b> (978) 446-2400 131 Davidson Street Lowell, MA 01852	<b>Plymouth Office</b> (508) 732-3100 61 Industrial Park Road Plymouth, MA 02360
<b>Falmouth Office</b> (508) 495-1400 155 Katharine Lee Bates Road Falmouth, MA 02540	<b>Malden Office</b> (781) 388-7300 200 Pleasant Street, 4 <sup>th</sup> floor Malden, MA 02148	<b>Revere Office</b> (617) 551-1700 80 Everett Avenue Revere, MA 02150
<b>Fitchburg Office</b> (978) 665-8700 473 Main St. Fitchburg, MA 01420	<b>Milford Office</b> (508) 634-7100 25 Birch Street Milford, MA 01757	<b>Southbridge Office</b> (508) 765-2400 1 North Street Southbridge, MA 01550
<b>Framingham Office</b> (508) 661-6600 75 Fountain Street Framingham, MA 01702	<b>New Bedford Office</b> (508) 961-2000 160 West Rodney French Boulevard New Bedford, MA 02744	<b>Springfield/Liberty Street Office</b> (413) 858-1000 95 Liberty Street Springfield, MA 01103
<b>Greenfield Office</b> (413) 772-3400 143 Munson Street Greenfield, MA 01301	<b>Newmarket Square (Boston) Office</b> (617) 989-2200 1010 Massachusetts Avenue Boston, MA 02118	<b>Taunton Office</b> (508) 884-5300 21 Spring Street Taunton, MA 02780
<b>Holyoke Office</b> (413) 552-5400 100 Front Street Holyoke, MA 01041	<b>North Adams Satellite Office</b> (413) 663-1100 37 Main Street North Adams, MA 01247	<b>Worcester Office</b> (508) 767-3100 9 Walnut Street Worcester, MA 01608

**How to Apply for MassHealth**

MassHealth Customer Service Center

1-800-841-2900 (Toll-free number)

1-800-497-4648 (Toll-free number and TTY for people with partial or total hearing loss)

Call for information about eligibility, MassHealth and dental benefits, and enrollment in a health plan.

**MassHealth Enrollment Center**

1-888-665-9993 (Toll-free number)

1-888-665-9997 (Toll-free number and TTY for people with partial or total hearing loss)

Call for information regarding the status of your Senior Medical Benefit Request (for individuals 65 and older and people of any age in need of long-term care services), member eligibility, and required paperwork.

**The Social Security Administration Benefit Programs**

[www.ssa.gov](http://www.ssa.gov)

This website is designed to answer questions about the various benefit programs that the federal government provides through Social Security. It contains information about disability benefits and benefits for families with children who have limited income and resources, known as Supplemental Security Income, or SSI. This site also includes information about how to appeal a recent medical decision.