



**MASSACHUSETTS HOUSING AND SHELTER ALLIANCE**  
INITIATING SOLUTIONS TO END HOMELESSNESS

# 2011 YOUNG ADULT RESOURCE GUIDE

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



# MASSACHUSETTS HOUSING AND SHELTER ALLIANCE

INITIATING SOLUTIONS TO END HOMELESSNESS

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; parents and teachers, 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 MHSa Members and Friends,

For runaways, those who have been kicked out of their family homes, and youth coming from state systems of care, finding a job and a place to live is a formidable task, especially without many of the life skills and resources that most of us take for granted. With few alternatives, many young adults turn to living on the streets or in homeless shelters, where they typically find more dead ends than fresh starts. As we at the Massachusetts Housing and Shelter Alliance (MHSa) work to achieve our mission of ending homelessness in the Commonwealth, we recognize that preventing and ending homelessness among young adults are critical components of our work.

It is important to point out that homelessness, especially among young adults, is a symptom of tough times; it is not an identity and should never be regarded as a permanent way of life. By its very nature, young adulthood is a time of transition. These days, most young people are not expected to live independently when they turn 18 – nor should they be. For most young adults, the transition into adulthood is supported by family or community resources. According to the U.S. Census Bureau, 77 percent of people ages 18 to 24 live with parents or other relatives or in college dormitories.

To ease the difficult transition to adulthood, it is imperative that communities provide targeted housing as well as educational and employment opportunities to young people. We at MHSa hope that this updated Young Adult Resource Guide will help youth access the many community supports already in place. The programs and resources included in this guide address many of the issues that at-risk youth confront.

MHSa continues to advocate for more housing for young adults who are homeless or at risk for homelessness. We also encourage directors of “mainstream” youth programs to make them more accessible to some of the most vulnerable young adults who are living on the streets or in shelters.

Please feel free to provide suggestions or further updates to the Resource Guide by emailing us at [champson@mhsa.net](mailto:champson@mhsa.net). If you are interested in becoming involved with other young adult issues, email us or give us a call at 617-367-6447.

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

Sincerely,



Joe Finn  
President and Executive Director

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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 client'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 also are available to adolescents between the ages of 12 and 17.

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### **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.

### **Drop-In Centers and Outreach**

#### **GREATER BOSTON**

##### **Bread and Jams**

(617) 441-3831 (Client services)

(781) 861-0890 (Administrative office at Eliot Community Human Services)

50 Quincy St.

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

47 West Street

Boston, MA 02111

<http://www.botw.org>

Bridge offers a safe environment for 14- to 16-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. Every weekday, the Bridge Mobile/Medical Van makes stops in various Boston neighborhoods to provide youth with basic medical care and referrals. Office hours are 8:30 a.m. to 5:00 p.m. Monday through Friday.

##### **Boston Youth Network**

(617) 569-3221

68 Central Square

East Boston, MA 02128

[www.bostonyouthnet.org](http://www.bostonyouthnet.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 Boston Youth Network is also a resource for providers serving youth at high risk in Boston. Youth at high risk 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. This 29-page guide is available to help youth in Boston find the services they need to be safe, healthy, and successful.

**Cambridge Women's Center**

(617) 354-6394 (Helpline)

(617) 354-8807

46 Pleasant Street

Cambridge, MA 02139

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 Service Center**

(617) 661-0600 (Office line)

(617) 592-6895 (Outreach Team)

240 Albany Street

Cambridge, MA 02139

<http://www.casparinc.org>

CASPAR offers meals, showers, laundry, and substance abuse services as well as 24-hour emergency shelter. The Center is open to active substance abusers.

**Rosie's Place**

(617) 442-9322 (Office line)

889 Harrison Avenue

Boston, MA 02118

<http://www.rosies.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 craft skills, such as jewelry-making, and the basics of merchandising. Guests can then sell their products to the public. Staff members represent English, Spanish, and Haitian-Creole speakers.

**On the Rise, Inc.**

(617) 497-7968 (Office line)

(617) 497-7887 (TTY)

(617) 497-5757 (Development and Resources line)

341 Broadway Avenue

Cambridge, MA 02139

<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. On the Rise runs a wellness program that focuses on creative activities such as writing or art projects. There is no clean and sober policy. First-time visitors should call the office ahead or stop by between 8:00 a.m. and 2:00 p.m. Monday through Saturday.

**Saint Francis House**

(617) 542-4211

39 Boylston Street

Boston, MA 02116

<http://www.stfrancishouse.org>

Saint 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

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

<http://www.standupforkids.org/local/massachusetts/Boston/index.html>

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

67 Newbury Street

Boston, MA 02116

<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. The Place often accompanies an individual to her destination and facilitates self-advocacy. Women’s Lunch Place is open from 7:00 a.m. to 2:00 p.m.

**Youth on Fire (YOF)**

(617) 661-2508

1555 Massachusetts Avenue

Cambridge, MA 02138

[http://www.ccaa.org/youth\\_on\\_fire.html](http://www.ccaa.org/youth_on_fire.html)

The YOF drop-in center for 14- to 24-year-olds offers showers, food, counseling, clothing, 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.

**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

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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.

## **WESTERN MASSACHUSETTS**

### **Dial/Self Youth and Community Services**

(413) 774-7054 (Ask for Teenline director.)

21 Abbot Street (Primary site)

Greenfield, MA 01301

<http://www.dialself.org>

Dial/Self offers outreach to non-system homeless or runaway youth ages 17 to 21 in the North Quabbin region. Dial/Self also provides TeenLine, an outreach service for 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 teen warming center.

### **Service Net**

(413) 585-1300

129 King Street

Northampton, MA 01060

<http://www.servicenet.org>

ServiceNet offers drop-in counseling, job search assistance, supportive housing, and referrals for obtaining medical care.

### **YWCA of Western Massachusetts**

(413) 586-6807

6 Myrtle Street

Northampton, MA 01060

The YWCA of Western Massachusetts offers outreach to non-system 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.

## **NORTHEASTERN MASSACHUSETTS**

### **Journeys of Hope, Inc. (JOH)**

(978) 500-7478

100 Willow Street

Lynn, MA 01901

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

JOH is a North Shore non-profit that helps homeless young adults, ages 18 to 23, access the services and learn the skills they need to become successful, self-sufficient adults. JOH offers a light breakfast, showers, and laundry facilities at its Willow Street site. It also provides case management for the immediate and long-term needs of homeless young adults. Hours are 8:00 a.m. to noon Monday through Friday.

**The United Teen Equality Center (UTEC)**

(978) 441-9949

34 Hurd Street

Lowell, MA 01852

<http://www.utec-lowell.org/programming.php>

UTEC offers street outreach to gang-involved youth in the Lowell area. UTEC also offers social activities, skill development classes, and GED preparation classes.

**CENTRAL MASSACHUSETTS****L.U.K. (Let Us Know) Crisis Center**

(978) 345-0685

800-579-0000 (Toll-free line to Street Outreach)

(978) 829-2363 (Street Outreach)

545 Westminster Street

Fitchburg, MA 01420

<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.

## Emergency Shelters

The following shelters serve homeless people in general and do not focus entirely on young adults. However, young adults have recommended them and those who are at least 18 are eligible. These shelters also may be used as resources for referrals to other young adult agencies.

### GREATER BOSTON

#### **Father Bill's Place & MainSpring House**

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
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<http://www.fatherbillsmainspring.org>

Father Bill's Place & MainSpring House offer 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.

#### **First Church Shelter of First Church Cambridge**

(617) 661-1873

11 Garden Street

Cambridge, MA 02138

[www.firstchurchcambridge.org/shelter/mitch.htm](http://www.firstchurchcambridge.org/shelter/mitch.htm)

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

66 Winthrop Street

Cambridge, MA 02138

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

<http://www.unilu.org/programs/shelter/>

[hshs.info@gmail.com](mailto:hshs.info@gmail.com)

Homeless young adults generally appreciate the student-run program at UniLu, which is open from 7 p.m. to 8 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 and 8:30 a.m. or between 7:00 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

99 Bishop Richard Allen Drive (Administrative office)

Cambridge, MA 02139

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

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, 265 Rindge Avenue, and 22 Lopez Avenue.

### **hopeFound**

(617) 971-3229

Shattuck Hospital

170 Morton Street

Jamaica Plain, MA 02130

<http://www.hopefoundboston.org>

hopeFound 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.

### **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.

### **Pine Street Inn**

(617) 892-9100 (Number for general information)

444 Harrison Avenue

Boston, MA 02118

<http://www.pinestreetinn.org>

The core service of Pine Street Inn is its shelter, where 700 men and women find a place to sleep each night. In addition, the Inn's outreach workers offer food, clothing, blankets, and health care to those who prefer not to use the shelter.

### **ReVision House**

(617) 825-8642

38 Fabyan Street

Dorchester, MA 02124

[www.vpi.org/Re-VisionFarm](http://www.vpi.org/Re-VisionFarm)

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

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vegetables, which are tended by some of the residents. ReVision's first farm stand opened in the summer of 2010. 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  
889 Harrison Avenue  
Boston, MA 02118

<http://www.rosies.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  
402 Massachusetts Avenue  
Cambridge, MA 02139

<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. The Salvation Army houses only sober men.

#### **Somerville Homeless Coalition Adult Shelter**

(617) 623-6111 (office) (617) 623-2546 (shelter) (617) 776-7687 (food pantry)  
1 Davis Square (Administration and Housing Services located in basement)  
Somerville, MA 02144

<http://www.somervillehomelesscoalition.org>

This program offers service in the following areas: emergency shelter, case management, and food and housing services.

#### **St. Patrick's Shelter**

(617) 628-3015  
270 Washington Street  
Somerville, MA 02143

<http://www.ccab.org/locations/metro-boston/st-patricks-shelter-for-homeless-women>

St. Patrick's houses sober women ages 18 and above 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.

#### **United Homes Adult Shelter**

(617) 265-4515 (Office line)  
(617) 436-2588 (Office line)  
540 Columbia Road  
Dorchester, MA 02125

<http://www.shawmuteducation.org/Shelters/pilgrimchurch.html>

United Homes offers overnight shelter, food, clothing, showers, first-aid, and transitional and other supportive services. United Homes provides evening transportation from Boston to the shelter. Transportation arrives at 5:30 and 6:00 p.m. at the corner of Washington St. and Melina Cass Blvd.; at 6:45 p.m. at the Woods Mullen

Shelter located near the Boston Medical Center at Melina Cass Blvd. & Massachusetts Ave.; and at 7:45 and 8:30 p.m. at the Night Center, which is the Pine Street Inn's night shelter, located in downtown Boston at 31 Bowker Street. Morning transportation to Boston is also provided between 5:00 a.m. and 7:00 a.m.

### **Woods Mullen Shelter (also known as The Boston Public Health Commission)**

(617) 534-7100

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.

### **Boston Rescue Mission – Kingston House**

(617) 338-9000 (Office line)

39 Kingston Street

Boston, MA 02111

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.

## **WESTERN MASSACHUSETTS**

### **Franklin County Emergency Shelter**

(413) 772-0499

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.

### **Grove Street Inn**

(413) 586-6001

91 Grove Street

Northampton, MA 01060

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

The Grove Street Inn houses all 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)

(413) 582-4562 (Day line in shelter)

(413) 586-6750 (Night line in shelter)

43 Center Street

Northampton, MA 01060

The Hampshire Interfaith Cot Shelter operates from November through April on a first-come, first-serve basis.

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

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 (above).

### **Safety Zone**

1-877-781-6556 (Toll-free line)

(413) 781-6556 ext. 118

45 Willow Street

Springfield, MA 01103

[http://www.chd.org/program\\_details.asp?program=39&pf=6](http://www.chd.org/program_details.asp?program=39&pf=6)

Safety Zone offers 24-hour emergency placements for homeless and runaway youth referred by the Department of Children and Families (formerly the DSS).

### **ServiceNet - Sheltering and Housing Services**

1-800-244-2394 (Toll-free line)

(413) 585-1300

<http://www.servicenetinc.org/index.php?id=25>

Temporary sheltering 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 listed below.

## **SOUTHEASTERN MASSACHUSETTS**

### **NOAH Shelter – Housing Assistance Corporation**

(508) 778-5255

77 Winter Street

Hyannis, MA 02601

<http://www.haconcapecod.org/ViewPage.asp?PageID=4>

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. Priority will be given to people from Cape Cod and the Islands.

## Sexual Assault Hotlines

### NATIONAL

#### **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)

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

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

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

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

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.

### 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)

### GREATER BOSTON

#### **Boston Area Rape Crisis Hotline**

(617) 492-RAPE, (617) 492-7273 (English)

(617) 649-1298 (French/Creole and Spanish speakers available)

<http://www.barcc.org>

#### **Dating Violence**

[www.mass.gov/da/norfolk/teendating.html](http://www.mass.gov/da/norfolk/teendating.html)

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

1-800-841-8371 (Toll-free 24-hour Hotline available 7 days a week, staffed by knowledgeable, trained counselors)

(617) 492-8306 (Office line during normal business hours)

(617) 492-6434 (TTY)

99 Bishop Allen Drive

Cambridge, MA 02139

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

[jobs@barcc.org](mailto:jobs@barcc.org) (information about job opportunities)

The BARCC offers survivors of sexual assault a way to learn more about their options and a means of connecting with resources and support. Those who help support survivors can receive resources and guidance as well as information about sexual assault forensics in Massachusetts.

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)

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



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

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

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

**WESTERN MASSACHUSETTS****Everywoman's Center in Amherst**

1-888-337-0800 (Toll-free Hotline for Amherst)

(413) 545-0800 (24-hour Counselor Advocate Hotline)

<http://www.umass.edu/ewc/programs/ca>

**YWCA of Western Massachusetts and Llamanos**

Sexual Assault Hotlines:

1-800-796-8711 (Toll-free Hotline, TTY)

1-800-223-5001 (Toll-free Hotline)

(413) 733-7100 (TTY)

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

Please note that both hotlines also provide help in Spanish.

**SOUTHEASTERN MASSACHUSETTS****Independence House, Inc.**

1-800-439-6507 (Toll-free Hotline)

(508) 771-6507 (Office)

<http://www.independencehouse.com>

## Domestic Violence Services

### NATIONAL

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

1-800-799-7233 (Toll-free multilingual Hotline)  
 1-800-787-3224 (Toll-free TTY, for the hearing-impaired)  
<http://www.ndvh.org/get-help>

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

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

### STATEWIDE

#### **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/programs/safelink.html>

#### **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 carries the idea of ‘Reach beyond domestic violence.’

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

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

### GREATER BOSTON

#### **Boston Area Rape Crisis Center Hotline**

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

#### **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

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.

**Battered Women's Hotline**

(617) 661-7203 (24-hour Hotline)

<http://www.manta.com/c/mmgnx2/battered-women-s-hotline>

**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

<http://www.casamyrna.org/safelink.html>

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.

**Transition House**

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

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

(617) 667-8141

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

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) 522-3417 (24-hour line)

(617) 522-3659 (Office line)

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

989 Commonwealth Avenue

Boston, MA 02215

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

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.

### **FINEX House**

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

(617) 436-0831 (Office line)

P.O. Box 1154

Jamaica Plain, MA 02130

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. The 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

[www.gmdvp.org/gmdvp/serv/serv.htm](http://www.gmdvp.org/gmdvp/serv/serv.htm)

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)

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.

**Renewal House**

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

(617) 277-4194 (Business line)

P.O. Box 919

Roxbury, MA 02120

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)

<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

**On the Rise, Inc.**

(617) 497-7968

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 day-time shelter with a quiet place to read and nap.

**WESTERN MASSACHUSETTS****Elizabeth Freeman Center**

1-866-401-2425 (Hotline)

(413) 499-2425 (Main office line)

43 Francis Ave.

Pittsfield, MA 01201

[http://www.umass.edu/ewc/rr/iris\\_web/ewcr0170ab.html](http://www.umass.edu/ewc/rr/iris_web/ewcr0170ab.html)

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

1 Clough Street

Springfield, MA 01201

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

**SOUTHEASTERN MASSACHUSETTS****Martha's Vineyard Community Services – CONNECT to End Violence****Domestic Violence Services**

Domestic Violence Hotline - 508-696-7233(SAFE)

(508) 693-7900 (Phone)

(508) 693-7192 (Fax)

(508) 693-3843 (TTY)

111 Edgartown Road

Vineyard Haven, MA 02568

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

<http://www.mvcommunityservices.com>

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

### **Outer Cape Committee Against Domestic Abuse (OCCADA)**

1-800-439-6507 (Toll-free 24/7 Hotline: Independence House)

(508) 349-1173 (Office line)

P.O. Box 1694

Wellfleet, MA 02667

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

OCCADA's mission is to assist abused persons, including children, in getting protection, to put abused persons in contact with available services, and to educate all parts of the community about domestic abuse.

### **Womansplace Crisis Center (WCC)**

(508) 588-2041 (Domestic Violence Hotline)

(508) 588-2045 (Business line)

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

950 W. Chestnut St

Brockton, MA 02301

[www.hcsm.org/dfhs/wcc.htm](http://www.hcsm.org/dfhs/wcc.htm)

WCC offers victims and their children free and confidential 90-day emergency shelter. It also provides the following services: counseling, legal advocacy, support groups, and educational programs and support for victims' children.

### **Independence House**

1-800-439-6507 (24-hour toll-free Hotline in operation 365 days/year)

(508) 771-6507 (Office line)

(508) 771-6782 (TTY)

160 Bassett Lane

Hyannis, MA 02601

Independence House is a free and confidential service that provides support for battered women and sexual assault survivors. The Hotline provides immediate response to any physical or emotional crisis as a result of abuse or sexual assault. The following services are offered: emergency shelter and support, counseling and support groups, court advocacy, counseling to rape and incest survivors, and non-residential transitional living workshops in self-esteem, parenting, assertiveness, and job search skills. Interpreters are available on-call for Spanish, Portuguese, and American Sign Language. Independence House is wheelchair accessible.

## **NORTHEASTERN MASSACHUSETTS**

### **The Lowell Asian Initiative Against Domestic Violence (Lowell Asian Project)**

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

(617) 338-2350 (Office line)

<http://www.atask.org>

The Lowell Asian Project provides ASAP (see above entry—Asian Shelter and Advocacy Project) services to battered families in the Cambodian and South Asian communities of Lowell, MA. The Project integrates direct services with prevention, outreach, community organization, and education. The Project's goals 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.

## Transitional and Permanent Housing

### GREATER BOSTON

#### **Bridge Over Troubled Waters**

(617) 423-9575

(617) 423-9575 x355 (TTY)

47 West Street

Boston, MA 02111

<http://www.bridgeotw.org>

Bridge Over Troubled Waters offers a home for young mothers and a transitional housing program for youth 18 to 24 years old. Other services include emergency shelter, substance abuse counseling, and GED preparation classes. Bridge operates a medical van with staff to provide counseling, certain medical services, and referrals. On weeknights the van arrives at the Park Street T stop between 6:00 and 7:00 p.m. It then proceeds to Harvard Square.

#### **Brookview House, Inc.**

(617) 265-2965 (Office line)

2 Brookview Street

Dorchester, MA 02124

<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.

#### **Casa Esperanza**

(617) 445-7411 (Office line)

291 Eustis Street

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 needed to be self-sufficient.

#### **Duley House—Heading Home**

(617) 492-0098

479-481 Concord Avenue

Cambridge, MA 02140

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 medical and behavioral health care.

#### **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

265 Rindge Avenue

Cambridge, MA 02140

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.

**Pine Street Inn**

(617) 892-9100 (Number 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.

**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.

**Project Place**

(617) 542-3740 (Main number for Project Place with links to services)

<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 shelter 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.

<b>Gate House</b> 1145 Washington Street (Headquarters) Boston, MA 02118	<b>Betty's Place</b> (617) 482-1126 40 Berkeley Street Boston, MA 02116
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### **Rosie's Place**

(617) 442-9322 (Office line)

889 Harrison Avenue

Boston, MA 02118

<http://www.rosies.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.

### **The Stan Kaszanek Transitional House—Heading Home**

(781) 321-1773

22 Charles Street

Malden, MA 02148

Kaszanek House provides a safe, drug- and alcohol-free environment in which individuals have the opportunity to recover from homelessness and develop skills necessary to be successful in permanent, independent housing. Residents of the Kaszanek House are offered support services, including case management, life skills development, coping skills training, anger management, relapse prevention, and stress management. Hours are Monday through Friday from 9:00 a.m. to 5:00 p.m.

### **Saint Francis House – Next Step**

(617) 542-4211

39 Boylston Street

Boston, MA 02116

<http://www.stfrancishouse.org>

Saint 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.

### **Salvation Army - Cambridge Corps**

(617) 547-3400

402 Massachusetts Avenue

Cambridge, MA 02139

<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.

**ShortStop**

(617) 776-3377 (Office line)

1323 Broadway Street

Somerville, MA 02143

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

ShortStop is a transitional program, under the Wayside umbrella, for young adults ages 18 to 24. It offers case management services, counseling, and independent living skills.

**Somerville Homeless Coalition (SHC)**

(617) 623-6111 (Office line)

237A Highland Ave.

Somerville, MA 02143

[www.supporthousingcommunity.org](http://www.supporthousingcommunity.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.

**Twelve Prescott**

(781) 643-1668 (Office line)

12 Prescott Street

Arlington, MA 02474

<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.

**Bedford Veterans' Quarters**

(781) 843-1242 x25

150 Wood Road

Braintree, MA

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.

**SOUTHEASTERN MASSACHUSETTS****Champ House**

(508) 771-0885 (Office line)

82 School Street

Hyannis, MA 02601

<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.

**Veterans Inc. Women and Children Housing Program**

(508) 791-3286 (Line for information about admission criteria and application procedure)

6 Sheridan Street

Worcester, MA 01610

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

The Housing Program offers an alcohol-and drug-free environment coupled with case management services.

## **WESTERN MASSACHUSETTS**

### **Annie's House**

(413) 747-5384 (Office line)

20 Wilbraham Ave

Springfield, MA 01109

Annie's is a transitional living program for single homeless women over 18. Annie's offers education and job training.

### **DIAL/SELF Youth and Community Services**

(413) 774-7054 (Office line)

21 Abbott Street (primary site) Greenfield, MA 01301	25 11 <sup>th</sup> Street (additional housing site) Turner Falls, MA 01301
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[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 16 to 22. This program offers counseling for independent living, case management, and emergency response.

196 Federal Street (additional housing site)

Greenfield, MA 01301

The Federal Street housing site includes efficiency apartments for low-income young adults ages 18 to 25 who are at risk of homelessness.

### **Transitional Living Program - YWCA of Western Massachusetts**

<http://www.ywworks.org>

The YWCA of Western Massachusetts offers transitional programs for teen mothers and their children.

(413) 731-0837 (Springfield line) 198 Fort Pleasant Avenue Springfield, MA 01108	(413) 536-4080 (Holyoke line) 19 Quirk Avenue Holyoke, MA 0104
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## **CENTRAL MASSACHUSETTS**

### **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

<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.

## Health Care Services

### STATEWIDE

#### **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.

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

1-800-242-0030 (Toll-free line)

(508) 475-0032 (Main office line)

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

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

30 Lyman Street, Suite 10

Westborough, MA 01581

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 returning from the Iraq and Afghanistan wars with brain injuries, and their families. BIA-MA has regional offices in Pittsfield and E. Wareham.

### GREATER BOSTON

#### **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

<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, vaccinations, and mental health services for eligible youth accessing HIV care or prevention services.

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

(617) 355-7181

Children's Hospital Boston

300 Longwood Avenue  
Boston, MA 02115

<http://www.childrenshospital.org/clinicalservices/Site1916/mainpageS1916P0.html?CFID=61314569&CFTOKEN=d8adbd0fddb0bbd5-D19307B0-EA1A-0C58-0F7B9450E80372EC>

The Adolescent/Young Adult Program provides evaluation and medical treatment to adolescent and young adult patients, ages 10-23, with both common and complex medical problems. The Bone Health Program evaluates children and adolescents 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, onsite as well as through the [youngwomenshealth.org](http://youngwomenshealth.org) website. The Eating Disorders Program provides comprehensive medical and psychological evaluation and treatment to patients with anorexia nervosa, bulimia, and related eating disorders such as binge eating and vomiting. 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 Program also provides care for a wide variety of congenital and acquired disorders and adolescent and teen issues including abdominal pain, acne, anemia, chronic fatigue, chronic headaches, fitness, hormonal changes, nutrition, puberty, reproductive health problems, smoking, STD's and HIV infection, teen pregnancy, and weight problems.

#### **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

<http://www.bhchp.org>

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

BHCHP's mission is to provide or assure access to health care for Boston's homeless men, women, and children. It operates over 40 clinics, located in many area shelters and hospitals in the Greater Boston area. Services include street outreach, primary care, urgent care, specialty care referrals, HIV care, dental care, and medical respite.

#### **Boston Medical Center: Adolescent Center**

(617) 414-4086 (Appointment and information line)

(617) 414-4083 (Adolescent Center Nurse's Station)

(617) 414-7416 (Clinical Social Worker: OB Services)

(617) 414-4290 (BMC Public Health Clinic line)

Yawkey Ambulatory Care Center, 5th Floor

850 Harrison Avenue

Boston, MA 02118

The Adolescent Center provides general health care for youth ages 13 to 21. Other services include immunizations, birth control, pregnancy testing and counseling, nutrition counseling, and HIV testing and counseling. Office hours are as follows: Monday 9:00 a.m. to 5:30 p.m., Tuesday 9:00 a.m. to 6:00 p.m., Wednesday 9:00 a.m. to 5:00 p.m., Thursday 9:00 a.m. to 7:30 p.m., and Friday 9:00 a.m. to 5:00 p.m.

#### **Bridge Mobile Medical Van**

(617) 423-9575 (Main line; appointments)

(617) 423-9575 x355 (TTY)

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)

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

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. It makes the following stops: Park Street between 5:00 and 6:30 p.m., Copley between 6:45 and 7:15 p.m., Harvard Square between 7:30 and 8:30 p.m. Dental care is available by calling the number above for an appointment.

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

(617) 732-5500 (Main line)

75 Francis Street  
 Boston, MA 02115

<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.

### **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

[http://www.cha.harvard.edu/locations/teen\\_health\\_cam.shtml](http://www.cha.harvard.edu/locations/teen_health_cam.shtml)

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; 8:00 a.m. to 3:00 p.m. on Friday whenever Cambridge Public Schools are in operation.

### **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.

### **Latino Health Institute (LHI)**

(617) 350-6900 (Main office line)

(617) 350-6914 (TTY)

95 Berkeley Street  
 Boston, MA 02116

<http://www.lhi.org>

The LHI is a community-based public health organization that serves Latino families and other minorities and low-income individuals. It offers free and confidential social and clinical services, community health programs, and substance abuse services. LHI has regional offices in Brockton and Lowell. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **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

<http://bphc.org/programs/cib/civicengagement/mhl/Pages/Home.aspx>

<http://www.mayorshealthline@bphc.org>

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

This 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) and veterans' homes. The line is in operation Monday through Friday from 9:00 a.m. to 5:00 p.m.

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

(617) 457-8140 (Office line)

130 Boylston Street

Boston, MA 02116

<http://www.jri.org/theborum>

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

(617) 287-0786 (Teen Clinic)

(617) 287-8000 (General number 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 Thursday noon to 7:00 p.m. The HIV Program hours are Monday, Tuesday, and Friday 9:00 a.m. to 5:00 p.m., and Wednesday and Thursday 9:00 a.m. to 7:00 p.m.

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

1-800-841-4325 (Health Connection toll-free number 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

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



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) 367-4027 (Line for LICSW on duty)

150 S. Huntington Avenue

Boston, MA 02130

<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 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.

## **CENTRAL MASSACHUSETTS**

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

(508) 860-1000 (Main office)

(508) 860-1200 (Detox)

72 Jaques Avenue (Administrative offices)

Worcester, MA 01610

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

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

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

## **NORTHEASTERN MASSACHUSETTS**

### **Latino Health Institute of Lowell (LHI Lowell)**

(978) 459-3366 (Office line)

9 Central Street, 4<sup>th</sup> Floor, Suite 400

Lowell, MA 01852

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

The LHI Lowell is a community-based public health organization that offers free and confidential social and clinical services, community health programs, and substance abuse services to low-income people. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **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").

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

(978) 322-8530 (Office line)

17 Warren Street (Administrative office)

Lowell, MA 01852

<http://lchealth.org>

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.

<b>Lowell High School (LHS)</b> 50 French Street Lowell, MA 01852 (978) 458-6642 (Appointment line for LHS)	<b>Stoklosa Middle School (SMS)</b> 560 Broadway Street Lowell, MA 01854 (978) 970-3346 (Appointment line for SMS)
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**SOUTHEASTERN MASSACHUSETTS****Latino Health Institute of Brockton (LHI Brockton)**

(508) 941-0005 (Office line)

142 Crescent Street

Brockton, MA 02302

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

The LHI Brockton is a community-based public health organization that offers free and confidential social and clinical services, community health programs, and substance abuse services to low-income people. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

**Outer Cape Health Services (OCH)**

Provincetown Health Center

(508) 487-9395 (Office line)

49 Harry Kemp Way

Provincetown, MA

Wellfleet Health Center

(508) 349-3131 (Office line)

(508) 349-9103 (TTY)

(508) 240-0208 x2220 (Teen services line)

3130 Route 6

Wellfleet, MA

[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; the Teen Clinic, where teens can receive confidential health care and counseling by appointment or on a walk-in basis; and LGBTQ sensitive care. Services are offered year-round with evening and weekend hours.

## **WESTERN MASSACHUSETTS**

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

(413) 748-9064 (Office line)

271 Carew Street

Springfield, MA 01104

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 on a daily basis throughout the year, with back-up arrangements for 24-hour emergency coverage.

### **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 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.

### **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

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.

## Services for People with Disabilities

### GREATER BOSTON

#### **Boston Center for Independent Living**

1-866-338-8085 (Toll-free line)

(617) 338-6665

60 Temple Place, 5th Floor

Boston, MA 02116

<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.

#### **Brio Integrated Theatre**

(781) 354-0952 (Office phone)

P.O. Box 29

Winchester, MA 01890

<http://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.

#### **Outdoor Explorations (OE)**

(781) 395-4999 (Office line)

98 Winchester Street

Medford, MA 02155

<http://www.outdoorexplorations.org>

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

OE offers people with disabilities opportunities to participate in outdoor activities and adventure recreation such as hiking, kayaking, snowshoeing, and rock climbing. Individuals of all ages may participate. A nominal fee is required for some services.

#### **Disability Law Center (DLC)**

1-800-872-9992 (Toll-free line)

(617) 723-8455 (Voice)

1-800-381-0577 (Toll-free line, TTY)

(617) 227-9464 (TTY)

11 Beacon Street, Suite 925

Boston, MA 02108

<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. DLC provides information, referral, technical assistance and representation regarding legal rights and services for individuals with disabilities. Office hours are 9:00 a.m. to 5:00 p.m. Monday, Tuesday, Thursday, and Friday.

**Partners for Youth with Disabilities (PYD)**

(617) 556-4075 x14 (Mentoring and National Center Director)

95 Berkeley Street, Suite 109

Boston, MA 02116

<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.

**CENTRAL MASSACHUSETTS****Metro West Center for Independent Living (MWCIL)**

(508) 875-7853 (Voice/TTY)

280 Irving Street

Framingham, MA 01702

<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.

**NORTHEASTERN MASSACHUSETTS****Northeast Independent Living Program (NILP)**

(978) 687-4288 (Voice/TTY)

20 Ballard Road

Lawrence, MA 01843

<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. Office hours are Monday through Friday 9:00 a.m. to 5:00 p.m.

**SOUTHEASTERN MASSACHUSETTS****Martha's Vineyard Community Services - Disability Services**

(508) 693-7900 (Phone)

(508) 693-7192 (Fax)

(508) 693-3843 (TTY)

111 Edgartown Road

Vineyard Haven, MA 02568

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

<http://www.mvcommunityservices.com>

Disability Services embodies the philosophy that individuals and families are the best decision-makers concerning their lives. Disability Services lends support and guidance to make and implement those decisions.

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

The programs are 'CARF' accredited, assuring consumers the highest standards of service. The following three programs provide comprehensive services and supports under the umbrella of Disability Services: Daybreak Clubhouse, a member club that provides vocational/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. Island Employment Services (IES) is funded by the Massachusetts Rehabilitation Commission (MRC) to provide a wide range of employees and the businesses that employ them. IES has been a provider of services on the Island since 1987 and has maintained one of the highest placement and job retention records in the State.

### **Southeast Center for Independent Living (SCIL)**

(508) 679-9210 (Voice/TTY)

66 Troy Street, Suite #3

Fall River, MA 02720

<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 Monday through Friday 9:00 a.m. to 5:00 p.m.

### **WESTERN MASSACHUSETTS**

#### **AdLib, Inc. (Center for Independent Living)**

1-800-232-7047 (Toll-free line)

(413) 442-7047 (Voice/TTY)

215 North Street

Pittsfield, MA 01201

<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 Monday through Friday 9:00 a.m. to 5:00 p.m.

#### **Disability Law Center (DLC) – Northampton**

1-800-872-9992 (Toll-free line)

(413) 584-6337 (Voice)

(413) 582-6919 (TTY)

32 Industrial Drive East

Northampton, MA 01060

<http://www.dlc-ma.org>

The DLC offers free legal information, advocacy, and representation for low-income people with disabilities. Priorities of DLC 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. DLC provides information, referral, technical assistance and representation regarding legal rights and services for individuals with disabilities. Office hours are Monday, Tuesday, Thursday, and Friday 9:00 a.m. to 5:00 p.m.

### **Legal Aid Services**

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)  
www.mhsa.net

**STATEWIDE****Committee for Public Counsel Services**

(617) 482-6212 (Public Counsel, Boston line)

44 Bromfield Street

Boston, MA 02108

(617) 445-5640 (Roxbury line, Youth Advocacy Project)

(413) 586-5764 (Northampton line)

(508) 368-1870 (Worcester line)

<http://www.publiccounsel.net>

The Committee 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.

**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.

**GREATER BOSTON****Community Legal Services and Counseling Center (CLSACC)**

(617) 661-1010 (Office line)

1 West Street

Cambridge, MA 02139

<http://www.clsacc.org>

CLSACC provides free civil (non-criminal) legal assistance and affordable psychological counseling for low-income clients.

**Greater Boston Legal Services (GBLS)**

1-800-323-3205 (Toll-free line)

(617) 371-1234 (Voice)

(617) 371-1228 (TTY)

197 Friend Street

Boston, MA 02114

(617) 603-2700

60 Gore Street, Suite 203

Cambridge, MA 02141

<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 in Massachusetts. Services range from legal advice to full case representation. Office hours for GBLS and the Legal Advocacy and Resource Center (LARC) of GBLS are 9:00 a.m. to 5:00 p.m. Monday through Friday.

**Gay and Lesbian Advocates and Defenders (GLAD)**

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)

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

1-800-455-4523 (Toll-free Information Line)

30 Winter Street, Suite 800

Boston, MA 02108

[www.glad.org/rights.massachusetts.shtml](http://www.glad.org/rights.massachusetts.shtml)

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. See also the GLAD entry in the section on GLBT services.

### **Justice Resource Institute (JRI) - Health Law Institute**

(617) 988-8700 x2513

25 West Street, 5th floor

Boston, MA 02111

<http://www.jri.org>

JRI provides legal consultation, advice, and legal representation to low-income clients. The Institute's services focus on homeless and at-risk young adults. 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

<http://www.shelterlegalservices.org>

The SLS Foundation provides free legal information and other services to homeless people in the Boston/Cambridge area. The SLS assists clients in addressing criminal, credit, housing, and child custody issues. The Foundation 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.

### **Roxbury Defenders - Youth Advocacy Project (YAP)**

(617) 989-8100 (Office line)

10 Malcolm X Blvd.

Roxbury, MA 02119

<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 (over 18) gain legal representation. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

## **CENTRAL MASSACHUSETTS**

### **Legal Assistance Corporation of Central Massachusetts (LACCM)**

1-800-649-3718 (Toll-free number)

(508) 752-3718 (Voice)

(508) 755-3260 (TTY)

405 Main Street, 4th Floor

Worcester, MA 01608

<http://www.laccm.org>

LACCM 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

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



a.m. to 5:00 p.m. In addition to its Worcester office, LACCM 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  
<http://www.mjp.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  
 63 Fountain Street, Suite 304  
 Framingham, MA 01702  
<http://www.mwls.org>

MWLS provides free civil (non-criminal) legal representation to low-income people who live in the central Middlesex and northern Norfolk communities. MWLS is open between 9:00 a.m. and 5:00 p.m. Monday through Friday.

## **WESTERN MASSACHUSETTS**

### **HIV/AIDS Law Consortium of Western Massachusetts**

(413) 732-0011  
 425 Union Street, Suite 118  
 West Springfield, MA 01089  
<http://www.hivaidslawconsortium.org>

The mission of the HIV/AIDS Law Consortium is to assure 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.

### **Western Massachusetts Legal Services (WMLS)**

(413) 781-7814  
 One Monarch Place, Suite 400  
 Springfield, MA 01144  
<http://www.wmls.org>

The WMLS offers legal assistance in non-criminal cases for low-income individuals 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 Monday through Friday 9:00 a.m. to 5:00 p.m.

**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

<http://www.jri/jcc.org>

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 number)

(508) 775-7020

460 West Main Street

Hyannis, MA 02601

<http://www.usattorneylegalservices.com/free-legal-aid-massachusetts.html>

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 box)

Fall River, MA 02722

<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 an office near you.

**NORTHEASTERN MASSACHUSETTS****Merrimack Valley Legal Services (MVLS)**

1-800-336-2262 (Toll-free line for MA only)

(978) 458-1465 (Voice)

(978) 452-4740 (TTY)

35 John Street, Suite 302

Lowell, MA 01852

<http://www.mvlegal.org>

Merrimack Valley North Shore Legal Services and Neighborhood Legal Services 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. The programs have offices in Lowell (Merrimack Valley North Shore Legal Services), Lawrence (Neighborhood Legal Services), and Lynn (Neighborhood Legal Services). Office hours are Monday through Friday from 9:00 a.m. to 5:00 p.m.

## Young Parent Services

### STATEWIDE

#### **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 places volunteers known as Playspace Activity Leaders, or PALs, to supervise and engage children in fun and educational play.

#### **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)

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

Head Start is a free pre-school 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, and home visiting options. 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.

#### **MassHealth Service Center - Healthy Start**

1-800-841-2900 (Toll-free number for MassHealth Service Center)

1-800-497-4648 (TTY toll-free number)

1-888-488-9161 (Toll-free number for Healthy Start Program)

<http://www.massresources.org/healthy>

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.

#### **Massachusetts Women, Infants, and Children Program (WIC)**

1-800-942-1007 (Toll-free line for WIC)

<http://www.mass.gov/wic>

WIC is a federal program that offers nutrition and health education, healthy food, and other free services to low-income pregnant women and nursing mothers with children under the age of five. Information about the program is available by phone between the hours of 8:00 a.m. and 5:00 p.m.

#### **Parents Helping Parents (PHP)**

1-800-882-1250 (Toll-free number for statewide office of PHP)

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)

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

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

<http://www.parentshelpingparents.org>

PHP is a self-help program for parents who want to improve their relationships with their children. 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 and anonymous 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)

1055 Commonwealth Avenue (Greater Boston Health Center)

Boston, MA 02215

(508) 854-3300 (Worcester area)

(413) 732-1620 (Springfield area)

<http://www.plannedparenthood.org/ma>

Planned Parenthood League offers services and counseling around birth control and the sexual health issues of both men and women. The League also provides referral services, HIV testing, hepatitis and HPV vaccines, GLBT services, STI testing and treatment, and emergency contraception. The Greater Boston Health Center is open on the 1st and 3rd Monday of each month from 8:30 a.m. to 7:00 p.m., the 2nd and 4th 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.

### **Young Parents Program (YPP)**

(508) 767-2505 ext. 3028

1 Salem Square

Worcester, MA 01608

<http://www.ywcacentralmass.org>

The YPP serves pregnant and parenting teens between 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. 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 various Head Start locations: South End, Chinese Church, Early Head Start)

<http://www.bostonabcd.org/programs/early-child-care/childcare-services.htm>

<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

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)

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

serves 16- to 21-year-old parents and expectant parents, who receive individual counseling and support as well as parenting skills classes.

### **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. (Another COMPASS for homeless families program will open at Northern Essex Community College in Lawrence in early 2011.) COMPASS for educators provides results-oriented professional development and supports to preschool teachers throughout Massachusetts by partnering with the Department of Early Education and Care and other agencies. In this way, homeless families and those living in poverty will be able to access quality early childhood education for their children, where teachers effectively promote early literacy and math skills in the context of nurturing and emotionally supportive classrooms.

### **Boston Neighborhoods Healthy Families: Crittenton Women's Union**

(617) 782-7600 (General office line) (617) 424-9410 (Emergency 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

<http://www.liveworkthrive.org>

Healthy Families is a statewide home visiting program for young parents, ages 20 and under who are pregnant or parenting for the first time. When a young person or couple enroll in this free and voluntary program, they are assigned a home visitor who can work with them until their child turns three years old. Boston Neighborhoods 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 and delivery, child development, health and well-being, and a wide range of other topics. The 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 Monday through Friday from 9:00 a.m. to 5:00 p.m.

### **Catholic Charities - Young Parents Program (YPP) - El Centro del Cardenal**

(617) 542-9292

76 Union Park Street

Boston, MA 02118

[http://www.ccab.org/services/children\\_and\\_youth\\_support/counseling-services](http://www.ccab.org/services/children_and_youth_support/counseling-services)

YPP provides comprehensive services to pregnant and parenting teens, ages 16 through 21, who enroll in a GED (English), GED (Spanish), or High School Diploma Program. YPP is designed to help young parents strengthen the skills and knowledge that are necessary to become nurturing and self-sufficient caregivers to their children. One outcome of the Program is the reduction of welfare dependency among young parents who have not achieved a high school diploma or its equivalent.

**Casa Myrna Vazquez - Adolescent Transitional Living Program (ATLP)**

(617) 521-0100 (general number that leads to Hotline)

877-785-2020 (Toll-free domestic violence SafeLink)

P.O. Box 180019

Boston, MA 02118

<http://www.casamyrna.org/residential.html>

Casa Myrna Vazquez provides safety and shelter for women and their children who have been made homeless by domestic violence. The ATLP addresses the needs of pregnant and parenting teen mothers and their children who have been affected by domestic violence. The ATLP also supports teen mothers in their efforts to achieve their personal and educational goals.

**Futures for Young Parents**

(617) 623-6667 (Office line)

16R Butler Drive

Somerville, MA 02145

<http://members.bellatlantic.net/~futures1/welcome.html>

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.

**Parents Helping Parents (PHP)**

(617) 926-5008 (Massachusetts Parental Stress Line)

108 Water Street

Watertown, MA 02472

<http://www.parentshelpingparents.org>

For additional information, see statewide entry for PHP on page 34.

**Pediatric Primary Care and Adolescent Center at Boston Medical Center**

(617) 414-4086 (Appointments and referrals)

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

(617) 414-5621 (Line for Project ASSERT)

(617) 414-7416 (OB Services)

Yawkey Ambulatory Care Center, 5th Floor

850 Harrison Avenue

Boston, MA 02118

<http://www.bmc.org/pediatrics/services/Adolescent/prenatal.html>

The Adolescent Center offers a prenatal course that provides instruction on birthing, parenting, and reproductive health to teens and their partners. Course topics include prenatal care, nutrition, breastfeeding, family planning, newborn care basics, early child development, socio-economic issues, and education. In addition, the Center offers parenting groups, nutrition counseling, and confidential HIV and STI counseling. The Teen and Tot Program (TTP) 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.

[www.ed.bmc.org/assert/assert.htm](http://www.ed.bmc.org/assert/assert.htm)

Project ASSERT facilitates access of patients to primary care, clinical preventive services, and/or alcohol and

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

drug treatment. Five culturally competent Health Promotion Advocates (HPAs) function as community outreach workers. Their role is to detect substance abuse and other preventable conditions in order to intervene and refer patients for treatment.

### **Project Place**

(617) 542-3740 (Office line)

1145 Washington Street

Boston, MA 02118

<http://www.projectplace.org/housing.html>

Project Place is a supportive community for homeless and low-income individuals. It provides housing (Betty's Place), a hot lunch program, referral services on a drop-in basis, and individual assessment—all designed to help clients return to self-sufficient and productive lives. Programs include computer training, career and educational services, and case management. Project Place also offers an employment placement and training program tailored specifically to veterans—the Homeless Veterans Reintegration Program, or HVRP. This program can assist in assessing a veteran's benefit eligibility and obtaining discharge papers.

### **Reach Out and Read (ROR)**

(617) 455-0655

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.

## **CENTRAL MASSACHUSETTS**

### **L.U.K. Crisis Center, Inc.-Young Parent Support**

(978) 345-0685 ext. 240

545 Westminster Street

Fitchburg, MA 01420

<http://www.luk.org/index.php>

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

<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.

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)

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



## **SOUTHEASTERN MASSACHUSETTS**

### **Lutheran Social Services-Ruth House**

(508) 580-5773 (Main line for the Ruth House Teen-Living program)

553 North Main Street

Brockton, MA 02401

<http://www.issne.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 support in pursuing a high school diploma, and parenting and life skills training. Children receive early intervention health care and specialized services.

## **WESTERN MASSACHUSETTS**

### **BerkshireWorks - Berkshire Training and Employment Program**

(413) 499-2220 x110

160 North Street

Pittsfield, MA 01201

<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.

### **Teen Living Program**

(413) 731-5960

95 Jefferson Avenue

Springfield, MA 01107

<http://www.openpantry.org>

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 - PagePlus Program**

(413) 732-3121 x 171 (Director of PagePlus)

(413) 733-7100 (Agency Hotline)

1 Clough Street

Springfield, MA 01118

<http://www.ywworks.org/serve.html>

PagePlus is a program for pregnant and parenting teens and young adults. It offers case management, home visits, and parenting education in community and school settings. PagePlus also provides childcare for infants and toddlers so that young parents can continue their education or job training.

### **Family Support Programs**

(413) 774-2318

393 Main Street

Greenfield, MA 01301

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

All of the Family Support Programs listed below have bilingual (Spanish-speaking) staff.



**Franklin County Family Network**

(413) 475-1553

This Family Support Program offers free play groups, fun activities, and resources for parents/caregivers and children ages 0 to 6 years.

**Healthy Families**

(413) 475-1566 (Franklin County)

(978) 544-5423 x566 (North Quabbin)

Healthy Families is a free home visiting support program for first time pregnant or parenting mothers and/or fathers age 20 and under. The program offers home visits that focus on the parent and baby, parent support groups, and advocacy for basic needs. These services are voluntary and confidential.

**Parent-Child Home Program**

(413) 475-1542

The Parent-Child Home Program promotes school readiness by encouraging reading and educational play through home visiting for families with children who are 2 and 3 years old in Greenfield, Turners Falls, and Orange.

**Family Learning Center**

(413) 475-1549

The Family Learning Center is a family literacy program that provides GED adult education classes, an on-site Early Head Start infant/toddler program, and family advocacy support. This program is available to families with young children in Franklin County and the North Quabbin region.

**Child Care Outlook**

(413) 772-2177

393 Main Street

Greenfield, MA 01301

(413) 387-1210

56 Vernon Street

Northampton, MA 01060

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

Child Care Outlook is the Child Care Resource and Referral program in Franklin and Hampshire Counties and the North Quabbin region. It provides the following services: childcare referrals, which help parents choose appropriate providers as well as childcare that works best for their needs; parent workshops on a variety of early childhood topics; and counseling to assist parents in finding subsidies that help pay for childcare.

**NORTHEASTERN MASSACHUSETTS****Brigid's Crossing – Catholic Charities**

(978) 454-0081 (Office line)

48 Lawrence Street

Lowell, MA 01854

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.

**The Merrimack Valley Catholic Charities - Latino Outreach Program**

(978) 685-5930 (Office line)

70 Lawrence Street (Main Office)

Lowell, MA 01852

[http://www.ccab.org/services/children\\_and\\_youth\\_support/counseling-services](http://www.ccab.org/services/children_and_youth_support/counseling-services)

The Merrimack Valley Catholic Charities provides culturally-sensitive, bilingual parenting education through individualized case management and parenting groups to low-income, primarily Spanish-speaking teen and adult parents in the Greater Lawrence area.

**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.

## 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

<http://www.tericollegeplanning.org>

TERI provides a helpline and office for questions about all aspects of college planning, including the application process and financial aid. 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. Note: 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)

GED and Alternative Adult High School Credentials

Massachusetts Department of Elementary and Secondary Education

75 Pleasant Street

Malden, MA 02148

<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 the adult population 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 (Call for more information.)

World Education

44 Farnsworth Street

Boston, MA 02210

<http://www.sabes.org/resources/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).

#### **Mass. Dept. of Elementary and Secondary Education/Office for the Education of Homeless Children and Youths**

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

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

75 Pleasant Street

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)

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

Malden, MA 02148

<http://www.doe.mass.edu/mv/>

The Office ensures that homeless children and youths in pre-school through grade 12 will have “equal access to the same free, appropriate public education as provided to other children and youths.” This provision was established under the McKinney-Vento Homeless Assistance Act of 2002.

## **GREATER BOSTON**

### **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

<http://www.bostonabcd.org/programs/career-development/learningWorks>

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 young people ages 14 to 24. This program offers paid work experience, tutoring, mentoring, and career development to disadvantaged youth in Boston.

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

(617) 482-4243

199 Harrison Ave.

Boston, MA 02111

<http://www.bostonasianyes.org>

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 (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

<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)

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.

### **Boston Public Schools - Adult High School**

(617) 635-9827

55 Malcolm X Blvd.

Roxbury, MA 02120

<http://www.boston.k12.ma.us/adulted/adulths.html>

This program offers evening adult education classes at the Madison Park High School. Although it is advisable to call ahead, classes generally meet on Tuesday and Thursday evenings from 6:30 p.m. to 9:20 p.m. Each class lasts one hour and 20 minutes.

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

(617) 423-9575

47 West Street

Boston, MA 02111

<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 resumes, 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

76 Union Park Street

Boston, MA 02118

<http://www.altedbps.org/school.asp?recordid=EC1&schooltype=diploma>

[http://www.ccab.org/services/education\\_and\\_training/youth-and-teen.html](http://www.ccab.org/services/education_and_training/youth-and-teen.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 Presente**

(617) 629-4731

17 Inner Belt Rd

Somerville, MA 02143

<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.

### **Concilio Hispano de Cambridge**

(617) 661-9406 (Office line)

105 Windsor Street

Cambridge, MA 02139

<http://www.conciliohispano.org>

In addition to providing ESL and GED preparation classes, Concilio Hispano de Cambridge offers substance-abuse counseling, mental health services, information on HIV prevention, and other youth programs. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **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.

### **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 that will empower them to reach their potential and place them on a viable path to economic self-sufficiency.

### **EDCO Youth Alternative**

(617) 262-9562

650 Beacon Street

Boston, MA 02215

<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.

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

(617) 451-8147 (Main office line)

(617) 399-3300 (Education)

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

29 Winter Street, 5th Floor

Boston, MA 02111

<http://www.jvs-boston.org>

JVS offers GED preparation classes, ESL and other skills training, resume-building activities, and job placement assistance to persons who are 18 and older, TAFDC recipients, or parenting individuals. These services are located 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.

### **Jobs for Youth (JFY)**

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)

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

(617) 338-0815  
 125 Tremont Street  
 Boston, MA 02108

<http://www.jfyboston.org>

JFY offers a 14-week environmental class for adults who have a GED or high school diploma and are 18 or older. JFY also offers ESL classes (Tuesdays and Thursdays from 1:45 p.m. to 4:45 p.m.) and GED classes for individuals 16 and older.

### **Shawmut Education**

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

(617) 532-1906 (Office line)

70 Glenville Avenue  
 Allston, MA 02134

<http://www.shawmuteducation.org>

Using a methodology called OSCAP, Shawmut Education provides 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.

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

(781) 643-5093 (Office line)

75 Pleasant Street  
 Arlington, MA 02476

<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

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.

### **The United Teen Equality Center (UTEC)-Open School Program**

(978) 441-9949 x3936 or x3931

34 Hurd Street  
 Lowell, MA 01852

<http://www.utec-lowell.org/programming.php>

The Open School Program is geared toward out-of-school youth ages 16 to 23. It offers young people help with GED preparation and training in multimedia work skills within a multicultural environment. Hours for the GED program are 9:30 a.m. to 12:30 p.m. on Tuesday, Wednesday, and Thursday. Hours for the adult diploma program are 2:00 p.m. to 6:00 p.m. Monday through Thursday.

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

(508) 580-7475 (Office line)

211 Crescent Street

Brockton, MA 02302

<http://www.brocktonpublicschools.com/bcs/alc/alc.html>

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 Center is open Monday through Thursday from 8:00 a.m. to 9:00 p.m. and on Friday from 8:00 a.m. to 4:30 p.m. Note: Although the 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.

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

(508) 584-1888 (Main office line)

629 Centre Street

Brockton, MA 02302

<http://www.bapic.org>

Email [contact@bapic.org](mailto:contact@bapic.org)

PIC 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.

**My Turn, Inc.**

(508) 580-2659 (General voice mail that connects to all My Turn programs in MA)

156 Main Street

Brockton, MA 02301

<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 provides employment readiness classes and job placement assistance. Office hours are 7:30 a.m. to 5:00 p.m. Monday through Friday.

**CENTRAL MASSACHUSETTS****Mount Wachusett Community College**

(978) 632-6600

444 Green Street

Gardner, MA 01440

<http://www.mcc.mass.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.

**Project Youth (a program of the Multi-Service Center)**

(978) 537-7395

54 Main Street, Suite 001

Leominster, MA 01453



<http://www.multiservicecenter.org>

Project Youth is aimed at young adults ages 16 to 21 who are without a high school diploma. This program is intended to assist the young adults in training for and finding employment, and in gaining a GED or high school diploma. Hours for scheduling an appointment are 8:00 a.m. to 4:00 p.m. Monday through Friday.

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

(508) 849-5600 ext. 288 or ext. 397

<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. The goal of this program is to assist out-of-school youth, ages 16 to 21, in overcoming barriers to education and employment. In this way, students can obtain their GED and develop lifelong employability skills. Services are provided at five locations in Central Massachusetts: Milford, Southbridge, Webster, Whitinsville, and Worcester. The hours of operation are 9:00 a.m. to 1:00 p.m. Monday through Friday.

<b>EFE – Worcester (Main Office)</b> 81 Plantation Street Worcester, MA 01604	<b>EFE – Webster</b> 18 Village Way Webster, MA 01570	<b>EFE – Whitinsville</b> 33 Lynnwood Avenue Whitinsville, MA 01558
<b>EFE – Southbridge</b> 52 Charlton Street Southbridge, MA 01550		<b>EFE – Milford</b> Milford Youth Center 24 Pearl Street Milford, MA 01757

## **WESTERN MASSACHUSETTS**

### **Downtown Holyoke Adult Learning Center (CareerPoint)**

(413) 532-4900 x130

850 High Street

Holyoke, MA 01040

CareerPoint offers 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. The Center also offers Fast Track Math, a class for those who did not pass the math section of the GED. Hours are Tuesday and Thursday from 6:00 p.m. to 8:00 p.m. during the months of September to June.

### **Holyoke Adult Learning Opportunities (HALO) Center**

(413) 534-2026 (Office line)

57 Suffolk Street

Holyoke, MA 01040

<http://www.juntoscollaborative.org>

The Center offers ESL classes, GED training, and Adult Basic Education to individuals ages 16 and older. Office hours are 8:00 a.m. to 4:00 p.m.

### **Holyoke Community College Adult Learning Center (HCCALC)**

(413) 538-7000 (Main phone line)

(413) 552-2320 (Community Services line)

Main Campus Adult Learning Center

303 Homestead Avenue

Holyoke, MA 01040

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)  
[www.mhsa.net](http://www.mhsa.net)

<http://www.hcc.edu/programs/adult.html>

Community Services of HCCALC offers fee-based GED preparation classes. Individuals may register for classes by visiting the Registration Lobby Desk on the second floor of the Kittredge Center on the Main Campus.

### **Pittsfield Adult Learning Center**

(413) 499-9530 (Office line)

10 Lyman Street

Pittsfield, MA 01201

<http://www.mail.pittsfield.net/adulted>

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

38 School Street

Springfield, MA 01105

<http://www.prcma.org/index.html>

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).

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

(413) 583-0320

221 East Street

Ludlow, MA 01056

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.

## Massachusetts One-Stop Career Centers

The following One-Stop Career Centers provide job listings, career counseling services, job search workshops, and other job-related services for job seekers. The Centers also have job postings, candidate screenings, job fairs, and tax information. While only some Centers offer job training, all Centers handle unemployment claims. To file an unemployment insurance claim, call 1-877-626-6800 if you are in one of the following area codes: 351, 413, 508, 774, or 978. If you are in any other area code, call (617) 626-6800 or visit a One-Stop Career Center. Aside from membership, there are no eligibility costs or requirements in most Centers. However, some special programs may have fees.

### GREATER BOSTON

#### **Boston Career Link (BCL)**

(617) 536-1888

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

Boston, MA 02119

<http://www.bostoncareerlink.org>

BCL provides state-of-the-art services that connect job-seekers with employers. Its hours of operation 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

(781) 932-5500

Trade Center Park

100 Sylvan Road, Suite G-100

Woburn, MA 01801

<http://www.careerplacejobs.com/aboutUs.htm>

The Career Place partners with schools, community organizations, and businesses to provide high school youth with career exploration opportunities, job search assistance, 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 and Thursday 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 on Wednesday and Thursday from 8:30 a.m. to 3:30 p.m.

#### **Career Source**

<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.

<p><b>Career Source: Cambridge</b> 1-888-454-9675 (Toll-free line);(617) 661-7867 Fresh Pond Mall 186 Alewife Brook Parkway, Suite #310</p>	<p><b>Career Source: Everett</b> (617) 389-8025 1935 Revere Beach Parkway Everett, MA 02149</p>
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Cambridge, MA 02138 Hours: 8:30 a.m.- 4:30 p.m. except Wed: closes 8:00 p.m.	Hours: 8:30 a.m. to 4:30 p.m. Monday through Friday
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### Employment and Training Resources (ETR)

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

ETR is the local One-Stop Career Center for the metropolitan region south and west of Boston. Full-service career center offices, located in Newton, Norwood, and Marlborough, provide basic career guidance, computer learning, job referrals, and a career resource library. ETR offices are open Monday through Thursday from 8:00 a.m. to 5:00 p.m. and Friday from 9:30 a.m. to 5:00 p.m. Please check the website for permitted walk-in days.

<b>ETR Newtonville</b> (617) 928-0530 449 Newtonville Avenue Newton, MA 02460	<b>ETR Norwood</b> (781) 769-4120 275 Prospect Street Norwood, MA 02062	<b>ETR Marlborough</b> (508) 786-0928 201 Boston Post Road West Marlborough, MA 01752
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### JobNet Career Center

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

(617) 338-0809

210 South Street, 1st Floor

Boston, MA 02111

<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.

### Quincy Career Center

(617) 745-4000

152 Parkingway Street

Quincy, MA 02169

<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.

### The Work Place

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

(617) 737-0093 x3006 (TTY)

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

Boston, MA 02108

<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 the present who have not passed the MCAS are eligible for free remediation classes at community colleges, career counseling, job

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

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.

**CENTRAL MASSACHUSETTS**

**Career Center (North Central Massachusetts)**

<http://www.ccncm.com>

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

<p><b>Career Center—Leominster</b>                  (978) 534-1481 (Office line)                  (978) 534-1657 (TTY)                  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, open 8:30 a.m. to 7:00                  p.m.</p>	<p><b>Career Center—Gardner</b>                  (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, open 8:30 a.m. to 7:00                  p.m.</p>
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**Employment and Training Resources—Marlborough**

(508) 786-0928  
 201 Boston Post Road West  
 Marlborough, MA 01752  
<http://www.etrcc.com>

Employment and Training Resources provides basic career guidance, which includes computer learning, job referrals, and access to a career resource library. 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. Note: the unemployment department closes at 4:00 p.m. each day.

**Workforce Central (WC)**

<http://www.workforcecentral.ma.org>

WC offers referrals to job openings, career counseling, job search skill development, and access to multiple community programs and services. Workforce Central has locations in Worcester, Milford, and Southbridge.

<p><b>Workforce Central: Worcester</b>                  (508) 799-1600                  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.</p>	<p><b>Workforce Central: Milford</b>                  (508) 478-4300                  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.</p>
<p><b>Workforce Central: Southbridge</b>                  (508) 765-6430                  (508) 478-1887 (TTY)</p>	

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.

### **YWCA Career Assistance Center (CAC)**

(508) 791-3181 x3028

One Salem Square

Worcester, MA 01608

CAC provides career coaching, resume writing, and job search assistance. Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **NORTHEAST MASSACHUSETTS**

#### **Career Center of Lowell**

(978) 458-2503

107 Merrimack Street (corner of Merrimack and John Streets)

Lowell, MA 01852

<http://www.careercenteroflowell.org/jobseekers.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**

<http://nscareers.org>

The North Shore Career Center has sites in Gloucester, Lynn, and Salem. In addition to its general career services, the Career Center's Youth Division recruits youth ages 14 to 24 for summer jobs.

<p><b>North Shore Career Center: Gloucester</b> (978) 283-4772 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. Note: The Center is closed for lunch each day between noon and 1:00 p.m.</p>	<p><b>North Shore Career Center: Lynn</b> (781) 593-0585 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. Unemployment Insurance Services end at 4:30 p.m. Monday through Friday.</p>
<p><b>North Shore Career Center: Salem</b> (978) 825-7200 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. To seek Unemployment Insurance Services, a person should arrive by 4:00 p.m. each day.</p>	

#### **Valley Works Career Center**

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

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)  
[www.mhsa.net](http://www.mhsa.net)

<http://www.valleyworks.cc>

Valley Works offers comprehensive job seeking services, including on-the-job training opportunities. In addition, Valley Works provides employment throughout Merrimack Valley to eligible youth ages 14 to 24.

**Valley Works: Haverhill**

(978) 469-7859 (TTY)

192 Merrimac Street

Haverhill, MA 01830

Hours: 8:00\* a.m. to 4:30 p.m. Monday through Friday. The Unemployment Claims Department is open on Tuesday, Wednesday, and Thursday from 8:00 a.m. to 4:00 p.m. \*On the 2nd and 4th Wednesdays of each month, hours are 10 a.m. to 4:30 p.m.

**Valley Works: Lawrence**

(978) 722-7088 (TTY)

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. The Unemployment Claims Department closes daily at 4:00 p.m. \*On the 2nd and 4th Wednesdays of each month, hours are 10 a.m. to 4:30 p.m.

**SOUTHEAST MASSACHUSETTS**

**Bristol County Career Centers**

<http://www.bristolwib.org/careercenters>

Each of the Career Centers offers the following services: information on job openings and referral to openings, information on training and education opportunities, job search workshops (resume 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.

<p><b>Fall River Career Center</b> (508) 730-5000 446 N. Main Street Fall River, MA 02720</p>	<p><b>Taunton Career Center</b> (508) 977-1400 72 School Street Taunton, MA 02780</p>
<p><b>Attleboro Career Center</b> (508) 222-1950 67 Mechanic Street Attleboro, MA 02703</p>	

**Greater New Bedford Career Center (New Bedford & Wareham)**

<http://www.newdirectionssouthcoast.org>

The Career Center provides services to individuals from low-income families where the 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. Hours are 8:30 a.m. to 5:00 p.m. on Monday, Wednesday, Thursday and Friday and 8:30 a.m. to 7:00 p.m. on Tuesday.

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)  
[www.mhsa.net](http://www.mhsa.net)



<p><b>Career Center: New Bedford</b>  (508) 990-4040 (Main office and appointments)  (508) 979-1700 (Youth Annex at 5 Dover Street in downtown  New Bedford)  618 Acushnet Avenue  New Bedford, MA 02740</p>	<p><b>Career Center: Wareham</b>  (508) 291-7062  3088 Cranberry Highway  Wareham, MA 02538</p>
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### Career Opportunities Cape Cod

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 to members include access to the Resource Room, which allows job seekers to conduct a job search via the Internet; prepare cover letters and resumes using a self-paced software program; copy resumes; send a resume via FAX; and set up a job interview via telephone. Job seekers also can attend a variety of job search workshops. In addition to its general services, Cape Cod Career Opportunities offers a summer employment program for youth ages 14 to 24. Hours are 8:00 a.m. to 4:00 p.m. Monday through Friday.

<p><b>Career Opportunities: Hyannis</b>  (508) 771-5627  372 North Street  Hyannis, MA 02601</p>	<p><b>Career Opportunities: Orleans</b>  (508) 240-1900  77 Finlay Road  Orleans, MA 02653</p>
<p><b>Career Opportunities: Falmouth</b>  (508) 548-4828  205 Worcester Court, Unit 3B  Falmouth, MA 02540</p>	

### 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  
<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 resume 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.

### Plymouth Career Center

(508) 732-5300  
36 Cordage Park Circle, Suite 200  
Plymouth, MA 02360  
<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 assist clients with reviewing their resumes and providing 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.

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)  
[www.mhsa.net](http://www.mhsa.net)



Note: There is also a Career Center in Quincy. Call the Quincy Center for information at 617-745-4000.

## **WESTERN MASSACHUSETTS**

### **Berkshire Works**

<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.

### **Career Point**

(413) 532-4900 x139 (Office line to find out about workshops/classes being offered and to sign up)

850 High Street

Holyoke, MA 01040

<http://www.careerpointma.org>

Career Point offers basic and advanced computer workshops as well as introductory classes to Word and Excel. Workshops and classes are offered in English and Spanish. Office hours are 9:00 a.m. to 5:00 p.m. on Monday, Wednesday, Thursday, and Friday and 9:00 a.m. to 8:00 p.m. on Tuesday.

### **Franklin/Hampshire Career Center**

<http://fhcc-onestop.com>

<http://fhyouth.org>

In addition to their comprehensive career services, the Franklin and Hampshire County 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.

<p>Northampton Industrial Park 178 Industrial Drive, Suite 1 Northampton, MA 01060 1-800-457-2604 (Toll-free line for Hampshire County Center) (413) 586-6506</p>	<p>One Arch Place Greenfield, MA 01301 1-800-457-2603 (Toll-free line for Franklin County Center) (413) 774-4361 ext. 306 (Line for obtaining information about the Youth Summer Employment Program)</p>
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### **FutureWorks Career Center**

(413) 858-2800

STCC Technology Park

One Federal Street

Building 103-3

Springfield, MA 01105

<http://www.getajob.cc/youth>

FutureWorks Career Center has a division called YouthWorks, which 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.

## **Employment and Job Training Services**

**STATEWIDE****Job Corps of New England**

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

<http://recruiting.jobcorps.gov>[www.jobcorps.gov/Home.aspx](http://www.jobcorps.gov/Home.aspx)

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.

<b>Grafton Job Corps Center</b> (508) 887-7300 100 Pine Street North Grafton, MA 01536 <a href="http://grafton.jobcorps.gov">http://grafton.jobcorps.gov</a>	<b>Shriver Job Corps Center</b> (978) 784-2600 270 Jackson Road Devens, MA 01434 <a href="http://shriver.jobcorps.gov">http://shriver.jobcorps.gov</a>
<b>Westover Job Corps Center</b> (413) 593-4000 103 Johnson Road Chicopee, MA 01022 <a href="http://westover.jobcorps.gov">http://westover.jobcorps.gov</a>	

**GREATER BOSTON****Action for Boston Community Development (ABCD) - LearningWorks: Career Development**

(617) 357-6000 x7516

19 Temple Place

Boston, MA 02111

<http://www.bostonabcd.org/programs/career-development/learning-works>

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 resume writing programs. Scheduling is flexible and cost is on a sliding scale, with many programs free to Boston residents. For other ABCD programs, see the Education, Young Parents, and Housing Search sections.

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

(617) 423-9575

47 West Street

Boston, MA 02111

<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 resumes, 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.

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

(617) 522-4040 x634

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)[www.mhsa.net](http://www.mhsa.net)

76 Union Park Street  
Boston, MA 02118

[http://www.ccab.org/services/education\\_and\\_training/youth-and-teen.html](http://www.ccab.org/services/education_and_training/youth-and-teen.html)

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

### **Commonwealth Corporations - Pathways to Success by 21 (P21)**

1-800-436-WORK, or 9675 (Toll-free line)

(617) 727-8158

529 Main Street, Suite 110

Boston, MA 02129

<http://www.commcorp.org>

P21 provides services to out-of-school youth, high school graduates not enrolled in post-secondary education or not working, GED program participants, and youth ages 17 and older who are transitioning out of DCF or DYS.

### **Community Work Services**

(617) 720-2233 (Office line)

174 Portland Street

Boston, MA 02114

<http://www.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.

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

(781) 643-5093

75 Pleasant St

Arlington, MA 02476

<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.

### **hopeFound - IMPACT Employment Services, YAI and TEAM**

(617) 983-0351 x251

105 Chauncy Street, Suite 501

Boston, MA 02111

<http://www.hopeFoundboston.org>

IMPACT offers services 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.

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

(617) 492-1460 x12

1175 Cambridge Street  
Cambridge, MA 02139

<http://www.justastart.org/youth.shtml>

YouthBuild is an AmeriCorps education, training, and service program in which out-of-school youth spend half their time in education, counseling, and leadership development activities that can lead to a GED or high school diploma. The other half is spent helping to renovate houses and performing other community service. There is a large focus on career development, life skills, and employability with intensive follow-up to support graduates in the transition to employment, vocational training, or college.

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

(617) 427-7175

409 Dudley Street  
Roxbury, MA 02119

<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 counseling.

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

(617)-892-9100 (Number for general information)

444 Harrison Avenue  
Boston, MA 02118

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

Each year 150 men and women graduate from Pine Street's job training and job readiness programs. They include training in vocational skills as well as attitudinal skills necessary to find and retain employment.

### **Solutions at Work**

(617) 492-0300 x5

1151 Massachusetts Avenue  
Cambridge, MA 02138

<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.

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

(617) 542-4211

39 Boylston Street  
Boston, MA 02116

<http://www.stfrancishouse.org>

MAP offers a 14-week job- and life-skills training program serving individuals with issues of homelessness, addiction, mental health, and/or histories of incarceration.

**YouthBuild Boston (YBB)**

(617) 445-8887  
 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.

**CENTRAL MASSACHUSETTS**

**Leominster Multi-Service Center: Project Youth**

(978) 537-7395  
 54 Main Street, Suite 001  
 Leominster, MA 01453  
<http://www.multiservicecenter.org>

Aimed at young adults, ages 16 to 21 without a high school diploma, Project Youth offers pre-employment guidance such as résumé preparation and assistance in obtaining a GED or high school diploma.

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

(508) 849-5600 x397  
<http://www.youinc.org/programs/Education/EdEmployment.htm>

The goal of this EFE 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.

<b>EFE – Worcester (Main Office)</b> 81 Plantation St. Worcester, MA 01604	<b>EFE – Southbridge</b> 52 Charlton St. Southbridge, MA 01550
<b>EFE – Webster</b> 18 Village Way Webster, MA 01570	

**YWCA Worcester - Career Resource Center (CRC)**

(508) 767-2505 ext. 3029, 3028  
 One Salem Square (Franklin Street)  
 Worcester, MA 01608  
<http://www.ywca Worcester.org/career.html>

The CRC offers career counseling, résumé writing, and job listings. A primary focus of the CRC is helping individuals recover from substance abuse.

**SOUTHEASTERN MASSACHUSETTS****My Turn, Inc.**

(508) 580-2659 (Main office line)

156 Main Street

Brockton, MA 02301

<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.

**Seven Hills Behavioral Health- Educational Opportunity Center (EOC)**

(508) 995-3026 x225

10 Welby Road

New Bedford, MA 02745

<http://www.gnbwib.org/career.html#EOC>

<http://www.newdirectionssouthcoast.org>

The EOC provides academic, career, and financial aid application assistance to young adults from low-income families. Services include academic counseling/planning, higher education information presentations and workshops, career counseling, and job readiness instruction. Job training is not available, but referrals to other schools are provided.

**WESTERN MASSACHUSETTS****Community Action Youth Programs**

(413) 774-7028

154 Federal Street (Franklin County)

Greenfield, MA 01301

34 Maple Ave (Hampshire County)

Northampton, MA 01060

<http://www.communityaction.us/index.php?id=372>

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

140 Wilbraham Avenue

Springfield, MA 01109

<http://www.mcditraining.com>

MCDI offers the following opportunities to youth ages 16 to 21: academic enrichment, vocational training, paid work experience, and life skills workshops.

**YWCA YouthBuild (YB) Springfield**

(413) 733-9172

7 Orleans Street

Springfield, MA 01109

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

YB provides general education and skills training to out-of-school and underemployed youth ages 17 to 24. Students assist in the construction of low-income housing projects in the community.

**Job Opportunities**

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)  
[www.mhsa.net](http://www.mhsa.net)

## **BOSTON AREA**

### **Spare Change News**

(617) 497-1595 x11

Old Cambridge Baptist Church (Spare Change office in church)

1151 Massachusetts Avenue

Cambridge, MA

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.

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

(781) 259-8621 (Administrative office line)

10 Lewis Street

Lincoln, MA 01773

[www.thefoodproject.org](http://www.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 resume and a cover letter to (781) 259-9659 or email the material to [jobs@thefoodproject.org](mailto:jobs@thefoodproject.org)

## **Mental Health Services**

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)  
[www.mhsa.net](http://www.mhsa.net)



**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)

[www.nationalallianceforgrievingchildren.org](http://www.nationalallianceforgrievingchildren.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 number)

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

(240) 221-4021 (Voice)

(240) 221-4022 (TDD)

[nmhc-info@samhsa.hhs.gov](mailto:nmhc-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) – Massachusetts**

1-800-370-9085 (Referral Hotline)

(781) 938-4048 (Support Group Coordinator)

<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 course, 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)

(617) 536-2460 (Boston information line)

41 West Street, 4<sup>th</sup> Floor

Boston, MA 02111

(508) 875-4500 (24-hour Befriending Helpline)

(508) 872-1780 (Framingham information line)

235 Walnut Street

Framingham, MA 01702

<http://www.samaritansofboston.org>

[info.samaritanshope.org](http://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)

<http://www.samaritansofboston.org/samariteens.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.

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

(617) 277-8107 (Office line)

41 Garrison Road

Brookline, MA 02445

<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, or BRYT, helps teens re-enter school after a serious emotional difficulty.

**Cambridge City Hospital**

(617) 665-1560 (Psychiatric Emergency Services)

1493 Cambridge Street

Cambridge, MA 02139

<http://www.challiance.org/cambridge/index.shtml>

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

**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

[http://www.challiance.org/locations/mental\\_health\\_central\\_street.shtml](http://www.challiance.org/locations/mental_health_central_street.shtml)

The Center offers a wide range of mental health programs operated by the Harvard-affiliated Department of Psychiatry. Services for children and adolescents 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.

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

### **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.

<http://www.childrensroom.org>

TCR 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, The Children's Room 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.

### **Cambridge Health Alliance**

(617) 591-6360 (Office line)

26 Central Street  
Somerville, MA 02143

<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. VAST, or Victim Advocacy and Support Team, extends hospital-based, alliance-wide victim advocacy and support to crime victims and their families. VOV, or Victims of Violence, is a program that includes homicide bereavement support services.

**Eliot Community Human Services**

(781) 861-0890 (Main office line)

186 Bedford Street

Lexington, MA 02420

<http://www.eliotchs.org>

The Eliot network offers residential, social, and vocational programs for young adults 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.

**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

[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 children and teens 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

<http://www.massgeneral.org>

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

**The Trauma Center at Justice Resource Institute**

(617) 232-1303 (General office number)

(617) 232-0687 (Clinical intake number)

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

<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.

**Samaritans and Samaritans**

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

<http://www.samaritansofboston.org/samaritans.html>

Samaritans helps both adults and teens. Samaritans 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 (Number for setting up an appointment)

130 Boylston Street

Boston, MA 02116

<http://www.jri.org/theborum>

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.

**SOUTHEASTERN MASSACHUSETTS****Community Care Services**

<http://www.communitycareservices.org>

Community Care offers a comprehensive range of mental health and behavioral health care services that includes 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.

<b>Taunton Center</b> (508) 821-7777 (Office line; press 1 for Clinic) 70 Main Street Taunton, MA 02780	<b>Attleboro Center</b> (508) 226-6031 (Office line) 200 South Main Street Attleboro, MA 02703
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### **Martha's Vineyard Community Services - Mental Health Services**

(508) 693-7900 (Phone)

(508) 693-7192 (Fax)

(508) 693-3843 (TTY)

111 Edgartown Road

Vineyard Haven, MA 02568

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

<http://www.mvcommunityservices.com>

Island Counseling Center (ICC) is here for individuals and families overwhelmed by stress, experiencing difficulties in relationships, struggling with addiction and in crisis. Based upon each person's needs, ICC provides caring behavioral health and substance abuse treatment for the Island community, without discrimination and regardless of ability to pay. A full range of services are provided within the behavioral health and substance abuse programs, including individual, family, couple, group, psychiatric evaluations, medication management, outreach, crisis and consultation services.

### **CENTRAL MASSACHUSETTS**

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

(508) 879-1424 (Office line)

68 Henry Street

Framingham, MA 01702

<http://www.tempoyarc.org/default.aspx>

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.

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

(508) 849-5600

<http://www.youinc.org/index1.htm>

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 below.

<b>Worcester Family Center (Main Office)</b> (508) 849-5600 81 Plantation Street Worcester, MA 01604	<b>Gardner Family Center</b> (978) 632-2321 205 School Street Gardner, MA 01440
<b>Southbridge Family Center</b> (508) 765-9101 52 Charlton Street, Southbridge, MA 01550	

#### **Wayside Youth and Family Support Network**

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

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)

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

1 Frederick Abbott Way  
Framingham, MA 01701

<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.

## **WESTERN MASSACHUSETTS**

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

1-800-499-1123 (Toll-free line)

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

417 Liberty Street

Springfield, MA 01104

BHN provides free information, advocacy, referrals that are 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 Tuesday and 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

<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 the homeless—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.

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

1-800-295-2121 (Toll-free number for Western Massachusetts office)

(413) 733-6661 (Crisis line for Springfield, Holyoke, and Westfield areas)

(413) 774-5411 (Crisis line for Northampton and Franklin County areas)

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, but crisis lines are in operation 24 hours per day.

**ServiceNet - Outpatient Behavioral Health Clinic**

1-877-984-6855 (Outpatient Mental Health Center toll-free line)

(413) 584-6855

<http://www.servicenet.org>

The Outpatient Mental Health Center provides life skills training in 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 below. 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.

<p><b>Hampshire County Center</b> 50 Pleasant Street Northampton, MA 01060</p>	<p><b>Franklin County Center</b> 55 Federal Street Greenfield, MA 01301</p>
<p><b>Hampden County Center</b> 141 East Main Street Chicopee, MA 01020</p>	



## Gay, Lesbian, Bisexual, Transgender, and Questioning Services

### STATEWIDE

#### **Gay, Lesbian, Bisexual, and Transgender National Hotline**

1-888-THE-GLNH / 1-888-843-4564 (Toll-free Hotline)

[glbnationalhelpcenter.org](http://glbnationalhelpcenter.org)

The Hotline provides peer counseling, information, and local resources by telephone and by email. Hours are 4:00 p.m. to midnight Monday through Friday and noon to 5:00 p.m. on Saturday.

#### **Gay, Lesbian, Bisexual, and Transgender Youth Talkline**

1-800-246-PRIDE / 1-800-246-7743 (Toll-free Youth Talkline)

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

The Talkline provides counseling by phone and by email for youth 25 years and younger. Hours are 8:00 p.m. to midnight Monday through Friday.

#### **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)

<http://www.fenwayhealth.org>

The Peer Listening Line and Helplines provide help, information, referrals, and support. If you are age 25 or younger, you may call the Peer Listening Line staffed with peer volunteers. Hours are 6:00 p.m. to 11 p.m.; however, you may find that all hours are not covered, due to lack of availability of people to manage the phone lines.

#### **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)

<http://www.glad.org/rights/infoline-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 information to GLAD.

### GREATER BOSTON

#### **Boston Alliance of Gay, Lesbian, Bisexual and Transgender Youth (BAGLY)**

(617) 227-4313

Community Church of Boston

565 Boylston Street, 2nd Floor

Boston, MA 02116

<http://www.bagly.org>

BAGLY is a youth-led, adult-supported organization of GLBT or questioning youth 22 years 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

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)

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

leadership. Office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

### **Boston GLASS Community Center**

(617) 266-3349

93 Massachusetts Avenue, 3<sup>rd</sup> Floor

Boston, MA 02115

<http://www.bostonglass.org>

Boston GLASS is a drop-in center for gay, lesbian, bisexual, transgender, and questioning youth who are ages 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. Hours are 3:00 p.m. to 8:00 p.m. Monday through Thursday and 3:00 p.m. to 5:00 p.m. on Friday. There are also weekly evening programs. GLASS is located across from the Hynes Convention Center T stop and is accessible by the #1 Bus and on the Green Line/Hynes Convention Center Stop.

### **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, with hours 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, with 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

<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. Alternative hours are by appointment only.

### **MassEquality**

(617) 878-2300 (Office line)

262 Washington Street, 7<sup>th</sup> Floor

Boston, MA 02108

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

[info@massequality.org](mailto:info@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..

**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

<http://www.glad.org/rights/massachusetts.shtml>

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, Gay-Straight Alliances, legal information, and transgender services. GLAD offers help in cases of harassment.

**Home for Little Wanderers - Waltham House**

1-888-HOME-321 / 1-888-466-3321 (Toll-free number to the main office)

(617) 267-3700 (Main office line)

(781) 647-9976 (Waltham House)

271 Huntington Avenue

Boston, MA 02115

[http://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 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 24-hour safe residence where young adults can prepare for family reunification, independent living, and future self-sufficiency.

**Project 10 East, Inc**

(617) 864-GLBT/617-864-4528

1145 Massachusetts Avenue

Cambridge, MA 02139

<http://www.project10east.org>

Project 10 East is a young adult GLBT group that offers a safe space within schools. Project 10 also facilitates advocacy and activism.

**Sidney Borum, Jr. Health Center**

(617) 457-8140 (Main Office)

130 Boylston Street

Boston, MA 02116

<http://www.jri.org/theborum>

The Borum is primarily focused on persons who fall outside more traditional health care settings for a variety of reasons, including homelessness and involvement 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 primarily between ages 12 and 29: medical care that includes GYN care, HIV testing, STI testing, and treatment; counseling; transgender support; and behavioral health services.

**CENTRAL MASSACHUSETTS****SafeHomes of Central Massachusetts**

(508) 366-4305 (Safe Homes and Worcester PFLAG)

<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 week day 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 other youth, followed by a dialogue in which discussion around inclusiveness occurs.

The Bridge (Main Office) (508) 755-0333 4 Mann Street (G. Stanley Hall School) Worcester, MA 01602	Worcester Youth Center (508) 791-4702 326 Chandler St Worcester, MA 01602
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**Wayside Youth**

(508) 879-1424 (Young Adult Resource Center)

68 Henry Street

Framingham, MA 01702

<http://www.waysideyouth.org><http://tempoyarc.org>

Wayside (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.

**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

[http://www.cigsya.org/Pages/Main/Main\\_en.html](http://www.cigsya.org/Pages/Main/Main_en.html)

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 net-working, and drop-in hours featuring computers for use by CIGSYA clients. CIGSYA is accessible by bus.

**Plymouth AIDS Support Services (P.A.S.S.)**

(508) 747-2211 (Director)

(508) 747-5359 (General Case Management line)

(508) 747-2189 (Case Manager)

123-1 Camelot Drive

Plymouth, MA 02360

<http://www.hcsm.org/drhs/ssap.htm>

P.A.S.S. provides help to people living with HIV/AIDS as well as support and education to their partners, families, and the community. Services include case management and client advocacy; food vouchers and nutritional supplements; assistance with transportation, housing, MassHealth, and legal issues; and referrals to medical, dental, and mental health services. P.A.S.S. also partners with family planning agencies throughout Southeastern Massachusetts and Jordan Hospital's ACCESS program. Standard program hours are 9:00 a.m. to 4:00 p.m. on Monday, Wednesday, Thursday, and Friday.

**WESTERN MASSACHUSETTS****LifeCourse Counseling Center**

(413) 585-1655 (Main information line)

P.O. Box 845

Northampton, MA 01061

<http://www.lifecourse.net>

LifeCourse affirms all sexual orientations and gender identities. It offers telephone counseling as well as 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.

## Substance Abuse Service

### 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 number)

(508) 366-0556 (Al-Anon/Ala-teen)

(617) 292-5063 (Helpline for drug and alcohol abuse)

<http://www.aaboston.org> (contains links to other parts of the state)

#### **Massachusetts Substance Abuse Information and Education Helpline**

1-800-327-5050 (Toll-free Helpline)

<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

<http://www.newenglandna.org>

The website offers information about treatment facilities, phone lines, events, and public education around the disease of addiction.

#### **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.

#### **Phoenix House**

(413) 739-2440 (Adolescent Program)

(413) 733-2178 (Adult Program)

15 Mulberry Street

Springfield, MA 01105

<http://www.phoenixhouse.org/NewEngland>

Phoenix House provides substance abuse services for individuals in the Springfield area. Programs include a treatment center (Phoenix Academy), Drug Court, and outpatient programs for adolescents and adults.

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)  
www.mhsa.net

**Substance Abuse Services - Massachusetts Department of Public Health**

(617) 624-5381 (Office of Youth and Young Adult Services)

250 Washington St., 3<sup>rd</sup> Floor

Boston, MA. 02108

<http://www.mass.gov/dph/bsas/bsas.htm>

**GREATER BOSTON****Bay Cove Human Services, Inc.**

(617) 371-3000 (Boston line)

(617) 884-6829 (Chelsea line)

100 Everett Ave. # 4

Chelsea, MA. 02150

<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)

47 West Street

Boston, MA 02111

<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.

**Dimock Detox Program**

(617) 442-9661 (Main office line)

41 Dimock Street

Roxbury, MA 02124

<http://www.dimock.org/sites/dimock/home.asp>

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.

**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.

**Sidney Borum, Jr. Health Center – Justice Resource Institute**

(617) 457-8140 (Main office line)

130 Boylston Street

Boston, MA. 02116

<http://www.jri.org/theborum>

The Borum is an outpatient treatment center for youth ages 12 to 29. It 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

<http://www.sbchc.org>

The Health Center is an outpatient facility that offers counseling and referrals to youth of all ages.

### **Substance Abuse Services**

(617) 623-3278 (Somerville Mental Health office, with access to Substance Abuse Services)

63 College Avenue

Somerville MA 02144

<http://www.somervillementalhealth.org>

## **CENTRAL MASSACHUSETTS**

### **AdCare Hospital of Worcester, Inc.**

1-800-ALCOHOL (1-800-252-6465) (Toll-free number to access AdCare)

(508) 799-9000 (Main office line)

107 Lincoln Street

Worcester, MA 01605

<http://www.adcare.com>

AdCare accepts adults 18 or older and has a 24-hour inpatient admission and transportation policy. It also offers outpatient counseling for youth under age 18.

### **Community Health Link**

(508) 860-1244

68 Jaques Avenue

Worcester, MA 01603

<http://www.communityhealthlink.org/htmlpages/services.htm>

Community Health Link 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 (Main office line)

(508) 765-2222 (Intake line)

29 Pine Street

Southbridge, MA 01550

<http://harringtonhospital.org/GBWells/gbwellshome.aspx>

The Center serves young adults. It 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. on Friday, and 8:00 a.m. to 1:00 p.m. on Saturday.



**L.U.K. Crisis Center, Inc.**

(978) 345-0685 (Main office line)

545 Westminster Street

Fitchburg, MA 01420

<http://www.luk.org>

L.U.K. Crisis Center offers mental health and substance abuse services to individuals of all ages.

**NORCAP Lodge**

1-800-331-2900 (Toll-free office line)

71 Walnut Street

Foxboro, MA 02036

NORCAP is a detoxification center that serves both inpatients and outpatients ages 18 and older.

**Spectrum Health Systems (Westboro Campus)**

1-800-366-7732 (Toll-free line for outpatient admissions)

(508) 839-4267 (Youth Academy line)

154 Oak Street

Westboro, MA 01581

<http://www.spectrumhealthsystems.org/index.aspx>

Spectrum provides a full continuum of juvenile justice services, ranging from community re-entry centers to fully secure treatment programs. The Westboro campus offers the following programs: primary care detoxification, residential and transitional support, and a women and children's program.

**Wayside Youth and Family Support Network**

1-800-4WAYSIDE (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 (Director, Young Adult Program)

75 Fountain Street

Framingham, MA 01702-6210

<http://www.waysideyouth.org/whoweare.htm>

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.

**Willis Center Substance Abuse Recovery Services**

(508) 753-5941 (Office line in English and Spanish)

44 Front Street, Suite 380/490

Worcester, MA 01609

<http://www.williscenter.org>

**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

<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 office)

81 Plantation Street

Worcester, MA 01604

<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.

**NORTHEASTERN MASSACHUSETTS****Cab Health and Recovery Services**

1-800-323-2224 (Toll-free number)

(978) 777-2121 (Main office line)

111 Middleton Road

Danvers, MA 01923

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

The adolescent building of Cab Health serves youth ages 13 to 18 and requires a stay of 90 days. Young adults 18 and older may receive services on the same campus in a different building. Services for both groups also include counseling and referrals.

**Lowell House**

(978) 459-8656 (Office line and information)

555 Merrimack Street

Lowell, MA 01854

<http://therapistunlimited.com/rehabs/US/MA/LOWELL/Lowell+House+Inc/>

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. 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.

**Team Coordinating Agency (Community Outreach Center and Outpatient Services)**

1-800-281-3223 (Toll-free AGS Crisis Services line)  
 (978) 373-1181 (Administrative office; x42 is Intake Coordinator's line.)  
 76 Winter Street  
 Haverhill, MA 01831

Team Coordinating Agency provides outpatient and residential programs as well as driver alcohol education programs. The structured outpatient addiction program, known as SOAP, is an addiction day treatment program offered to youth ages 12 to 17, with a separate program for adults ages 18 and over. The administrative office is open between 9:00 a.m. and 5:00 p.m. Monday through Friday.

**Teen Coordinating Agency**

(978) 373-3333 (Administrative office line)  
 20 Newcombe Street  
 Haverhill, MA 01830

Teen Coordinating Agency is an adolescent treatment program for youth ages 13 to 18 in the custody of the state of Massachusetts. While the program is on-going 24 hours a day, the administrative staff is on duty between 9:00 a.m. and 5:00 p.m. Monday through Friday.

**The Psychological Center**

(978) 685-1337 (Office line)  
 11 Union Street  
 Lawrence, MA 01843  
<http://www.tpc1.org/index.htm>

The Center offers residential and outpatient substance abuse services to youth ages 13 and older. Office hours are 8:30 a.m. to 9:00 p.m. Monday through Thursday, 8:30 a.m. to 7:00 p.m. on Friday, and 8:30 a.m. to 1:00 p.m. on Saturday.

**SOUTHEASTERN MASSACHUSETTS****Bay State Community Services (BSCS)**

<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. Driver Alcohol Education is available as a first offender program and as a second offender program. Other BSCS facilities are described in the following entry under CCC&E.

BSCS offers services at the locations listed below:

13 Temple Street Quincy, MA 02169 (617) 471-8400 (Main line) (617) 479-4534 (TTY)	385 Court St., Suite 102 Plymouth, MA 02360 (508) 830-3444	Granite House (residential facility) Quincy, MA 02169 (617) 479-4043
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**Brockton High Point Treatment Center: The Castle**

(508) 584-9210 x506 (Nurses station at the Castle)  
 30 Meadowbrook Road  
 Brockton, MA 02301  
<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 the DPH.

**Center for Community Counseling and Education (CCC&E)**

As a part of Bay State Community Services, CCC&E offers individual counseling and substance abuse help to adolescents and young adults.

(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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**Community Care Services (CCS)**

(508) 821-7777 (Main phone line)

70 Main Street

Taunton, MA 02870

<http://www.communitycareservices.org/outpatient.html>

CCS offers a variety of social services throughout Southeastern Massachusetts, including outpatient counseling as well as residential programs that deal with substance abuse through assessment and treatment. It is not a detoxification facility. CCS provides services to adolescents and young people in their twenties.

**Gosnold on Cape Cod**

1-800-444-1554 (Toll-free line to Help and Admissions)

(508) 540-6550 (General number)

Gosnold on Cape Cod Corporate Office (Send all mail to address below.)

200 Ter Heun Drive

Falmouth, MA 02541

<http://www.gosnold.org>

[help@gosnold.org](mailto:help@gosnold.org) (Use this email address to find the locations of the five 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. These services are offered in Brockton, Centerville, Pocasset, Mashpee, and Falmouth.

**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

The Center in Plymouth accepts individuals over 18 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.

**Portuguese Youth Cultural Organization (Pyco)**

(508) 679-0962 (Office line)

(508) 678-0333

1402 Pleasant Street

Fall River, MA 02723

<http://www.sevenhills.org/about.html>

Pyco is a drug and alcohol rehabilitation center with a primary focus on substance abuse treatment on an outpatient basis. There are special programs for adolescents, men, women, and DUI and DWI offenders. Note: The office is not open on Mondays.

**Stanley Street Treatment and Resources (SSTAR) Detox Program**

(508) 324-7763 (Main office line)

386 Stanley Street

Fall River, MA 02720

<http://www.sstar.org>

SSTAR accepts young men and women over age 18. Both residential and outpatient programs are available to provide acute treatment services and dual diagnosis services.

**WESTERN MASSACHUSETTS****The Brien Center for Mental Health and Substance Abuse**

<http://www.briencenter.org>

The Pittsfield facility offers both outpatient and residential substance abuse services. All Brien Center facilities serve adolescents and young adults.

60 Cottage Street Great Barrington, MA 01230 (413) 528-9155 (Crisis line for the Great Barrington satellite outpatient facility)	(413) 499-0412 (Main office line) 333 East Street Pittsfield, MA 01201
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**The Carson Center**

(413) 568-6141 (Main office line)

(413) 568-6386 (24-hour crisis intervention line)

77 Mill Street, Suite 251

Westfield, MA 01085

<http://www.carsoncenter.org>

The Carson Center's Mill Street facility offers both outpatient and respite (over a weekend) substance abuse services to young adults ages 18 and older.

**Griswold Center (Wing Hospital)**

(413) 283-7651 (Main line for Wing Hospital)

(413) 284-5285

40 Wright Street

Palmer, MA 01069

<http://www.umassmemorial.org/ummhc/hospitals/wing>

The Griswold Center is an outpatient facility designed for young people of all ages. 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.

**Outpatient Behavioral Health Services (Cooley Dickinson Hospital)**

(413) 586-8550 (Main office line)

10 Main Street

Florence, MA 01062

[http://www.cooley-dickinson.org/services/behav\\_health/index.php](http://www.cooley-dickinson.org/services/behav_health/index.php)

Outpatient Behavioral Health Services offers substance abuse services to young people ages 18 and older. Hours are 8:30 a.m. to 5:00 p.m. Monday through Friday.

**Providence Behavioral Health Hospital (Mercy Medical Center)**

1-800-274-7724 (Toll-free line for Clinical Assessment Center of Providence Behavioral Health Hospital with links to detox and substance abuse services)

(413) 536-5111 (Main office line)

1233 Main Street

Holyoke, MA 01040

<http://www.mercycares.com/pages.asp?id=514>

The Providence Behavioral Health Hospital offers inpatient and outpatient substance abuse services to adolescents and young adults.

**ServiceNet Outpatient Mental Health Center**

1-877-984-6855 (Toll-free line)

(413) 773-4610 (Main office line)

55 Federal Street

Greenfield, MA 01301

<http://www.servicenet.org>

ServiceNet offers outpatient counseling to adolescent youth and young adults.

**Sloan Clinic (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 with substance abuse-involvement and their family members. Other specialties 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)

<http://www.cdc.com>

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 Hotline: Many languages are offered.)

1-888-443-4372 (Toll-free Hotline with information about viral hepatitis)

(617) 437-1672 (TTY)

<http://www.aac.org>

[www.mariataalks.com](http://www.mariataalks.com) (Young adult website for information about HIV/AIDS, birth control, parenting. Note: Counselors are available.)

AAC offers information and referrals for HIV/AIDS; viral hepatitis A, B, and C; and sexually transmitted infections.

### GREATER BOSTON

#### **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

<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, vaccinations, and mental health services for eligible youth accessing HIV care or prevention services.

### **Cambridge Cares about AIDS (CCAA)**

(617) 661-3040 (Office line)

17 Sellers Street

Cambridge, MA 02139

CCAA provides a needle exchange program, HIV testing, counseling, and case management for adults 18 and older.

### **Peer Support Services (PSS)**

(617) 457-8142 x2419 (Program Coordinator)

25 West Street, 4<sup>th</sup> Floor

Boston, MA 02111

<http://www.jri.org/programs/community-advocacy-and-capacity-building-programs/peer-support-services.php>

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 (Center for Infectious Diseases)**

(617) 414-4290 (Phone line for scheduling a clinic appointment)

(617) 414-4495 (Phone line for walk-in services)

721 Massachusetts Avenue (Mailing address)

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. 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.

## **CENTRAL MASSACHUSETTS**

### **AIDS Project Worcester**

(508) 756-5532 (Office line)

(508) 755-3773 (Additional office line)

85 Green Street

Worcester, MA 01604

<http://www.aidsprojectworcester.org>

The AIDS Project offers HIV testing and counseling as well as referrals for HIV-positive clients ages 13 and over. The Project also offers general information about AIDS and its prevention. Hours are 8:00 a.m. to 5:00 p.m. Monday through Thursday and 8:00 a.m. to 4:30 p.m. on Friday.

### **CARE AIDS Services Project**

(978) 345-4366 (Office line)

326 Nichols Road, #11

Fitchburg, MA 01420

CARE AIDS Services provides case management services, medication adherence support, nutritional support,

Please email any changes to [champson@mhsa.net](mailto:champson@mhsa.net)

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



and mental health counseling to individuals of all ages who have a diagnosis of HIV/AIDS. For other needs, CARE offers referral services to other providers.

### **NORTHEASTERN MASSACHUSETTS**

#### **Health and Education Services (HES) - Addison-Gilbert Hospital**

(978) 927-4506 (Press 6 for the HIV Confidential Counseling and Testing Program.)

(978) 853-8633 (Health and Education Coordinator's line)

156 Cabot Street

Beverly, MA 01915

<http://www.strongestlink.org/hiv.htm>

The HES program offers free, anonymous, and confidential HIV testing. A free clinic is held every Wednesday from 2:00 p.m. to 7:00 p.m.

#### **Home Health VNA**

1-800-933-5593 (Toll-free line for Merrimack Valley, Northeastern MA, and Southern NH)

360 Merrimack Street, Building 9

Lawrence, MA 01843

<http://www.homehealthfoundation.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 a person's primary care physician.

#### **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

<http://www.strongestlink.org/hiv.htm>

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**

(508) 747-2189 (Case Manager)

(508) 747-2211 (Program Director)

(508) 747-5359 (Program Assistant)

36 Cordage Park Circle, Suite 104

Plymouth, MA 02360

<http://southshoreaidsproject.org/resources.htm>

Plymouth AIDS Support Services provides counseling and testing as well as case management to young adults. Walk-ins are welcome.

### **WESTERN MASSACHUSETTS**

**The Law Consortium (HIV/AIDS Law Consortium of Western Massachusetts)**

(413) 732-0011 (Office line)  
 425 Union Street, Suite 118  
 West Springfield, MA 01089

The mission of The Law Consortium is to assure access to legal services for young adults and families affected by HIV/AIDS. 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)  
 (413) 586-2016 (Administrative office)  
<http://www.tapestryhealth.org>

Tapestry offers confidential HIV and other STI testing and counseling to youth ages 13 and older throughout the Pioneer Valley and the Berkshires. There is a mobile health unit in the Holyoke, Northampton, and Springfield areas that offers free HIV testing and counseling in the van itself. Tapestry’s Needle Exchange Program operates out of Northampton. You may call the administrative office in Florence for information and guidance to Tapestry services in your area.

<p><b>Tapestry Health (Regional Office)</b>                  (413) 586-2016 (Administrative office line)                  296 Nonotuck Street                  Florence, MA 01062                  Hours: 9:00 a.m. to 4:00 p.m. Monday through Friday.</p>	<p><b>Tapestry Health</b>                  (413) 536-8777                  Clinic 15A Main Street                  Holyoke, MA 01040                  Hours: noon to 6:30 p.m. on Monday, 9:00 a.m. to 4:30p.m. on Wednesday, and noon to 4:30 p.m. on Friday.</p>
<p><b>Tapestry Health</b>                  (413) 747-5144                  365 Bay Street                  Springfield, MA 01109                  Hours: 10:00 a.m. to 6:00 p.m. Monday through Friday. Note: There are three WIC sites in Springfield.</p>	<p><b>Tapestry Health</b>                  (413) 548-9992                  27 Pray Street                  Amherst, MA 01002                  Hours: 11:00 a.m. to 6:00 p.m. on Tuesday, 8:30 a.m. to 2:30 p.m. on Thursday, 10:00 a.m. to 2:30 p.m. on Saturday.</p>
<p><b>Tapestry Health</b>                  (413) 773-5403                  80 Sanderson Street                  Greenfield, MA 01301                  Hours: noon to 6:00 p.m. on Monday and Wednesday, 8:30 a.m. to 2:30 p.m. on Friday.</p>	<p><b>Tapestry Health</b>                  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: 7:30 a.m. to 5:30 p.m. Monday through Friday.</p>

## Housing Search Services

### GREATER BOSTON

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

(617) 357-6000 (Office line)

178 Tremont Street

Boston, MA 02111

<http://www.bostonabcd.org>

ABCD is a housing search program that can help find and secure affordable housing for homeless individuals.

Hours are 9:00 a.m. to 5:00 p.m. Monday through Friday.

#### **Common Ground Resource Center (CGRC)**

(508) 620-2690 (Main office line)

300 Howard Street

Framingham, MA 01702

<http://www.smoc.org/index.asp?pgid=32>

CGRC is a program of SMOC (South Middlesex Opportunity Council) and provides a single point of entry into all SMOC's emergency, transitional, and sober housing for single men and women over 18 years of age. CGRC 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 Metrowest. Goals of the CGRC include homeless prevention, diversion, reduction of the number and length of shelter stays, stabilization, and maximized self-sufficiency.

#### **HomeStart (HS)**

<http://www.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. Specifically, HS offers the following direct service programs: Housing Search, which assists homeless individuals and their families at more than 50 shelters and programs in Greater Boston with the process of locating affordable permanent housing; Stabilization, which helps individuals and families who face the greatest challenges (mental illness, substance abuse, long-term homelessness) to reintegrate into community and maintain successful housing; and Cambridge Resources, which offers case management and stabilization services in Cambridge.

<p>(617) 542-0338 105 Chauncy Street Boston, MA 02111 Drop-in hours: 3:00 p.m. to 5:00 p.m. on Wednesdays; 9:00 a.m. to 11:00 a.m. on Fridays.</p>	<p>(617) 234-5340 678 Massachusetts Ave, Suite 502 Cambridge, MA 02139 Drop-in hours: 3:00 p.m. to 6:00 p.m. on Thursdays.</p>
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**NORTHEASTERN MASSACHUSETTS****North Shore Community Action Programs (NSCAP)**

(978) 531-0767

98 Main Street

Peabody, MA 01960

<http://www.nscap.org>

NSCAP offers housing search services.

**WESTERN MASSACHUSETTS****Homeless Intercept Program: Franklin Community Action Corp. (FCAC)**

(413) 774-2318 (Franklin County)

(413) 582-4230 (Hampshire County)

(978) 544-5423 (North Quabbin)

393 Main Street

Greenfield, MA 01301

The Housing Services Program of FCAC helps find safe and affordable housing and offers workshops on tenants' rights.

**Housing Services**

(413) 475-1570 (Franklin County, Hampshire County)

(978) 249-4295 (North Quabbin)

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

Housing Services provides information on tenant and landlord rights, budget counseling, case management, outreach, and mediation.

## 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 Department, then the DCF case closes. These individuals retain their MassHealth coverage until age 21 and may reapply for DCF services at any time before their 22nd birthday. Young adults who want to reapply 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.

### Outreach Services

(617) 748-2232 (Contact person)

Call to contact the Outreach Worker in your area. Adolescent 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, permanency planning, and support in developing a positive self-image. For referral to the Adolescent Outreach Program, contact your 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, security deposit, and initial utilities charges.

### 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)

**Department of Children and Families:**

<p><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></p>	<p><b>Regional Office</b>  30 Mystic Street  Arlington, MA 02474  (781) 641-8200  Fax: (781) 648-6909</p>
<p><b>Greater Boston Regional Office</b>  451 Blue Hill Avenue 2nd Floor  Dorchester, Ma 02121  (617) 989-9200  Fax: (617) 882-4849</p>	<p><b>Arlington</b>  30 Mystic Street  Arlington, MA 02474  (781) 641-8500  1-800-769-4615 (Toll-free number)  Fax: (781) 646-5172</p>
<p><b>Boston New Chardon Street Shelter</b>  41 New Chardon Street  Boston, MA 02114  (617) 720-3611  Fax: (617) 723-7486</p>	<p><b>Cambridge/Somerville</b>  810 Memorial Drive  Cambridge, MA 02139  (617) 520-8700  Fax: (617) 354-0243</p>
<p><b>Chelsea</b>  45 Spruce Street  Chelsea, MA 02150  (617) 660-3400  Fax: (617) 884-0215</p>	<p><b>Framingham</b>  63 Fountain Street  Framingham, MA 01702  (508) 424-0100  Fax: (508) 872-8340</p>
<p><b>Dorchester</b>  The Esquire Building  50 Park Street  Dorchester, MA 02122  (617) 822-4700  Fax: (617) 282-1019</p>	<p><b>Malden</b>  22 Pleasant Street  Malden, MA 02148  (781) 388-7100  Fax: (781) 324-2209</p>
<p><b>Hyde Park</b>  1530 River Street  Hyde Park, MA 02136  (617) 363-5000  Fax: (617) 360-2650</p>	<p><b>South Weymouth</b>  541 Main Street  South Weymouth, MA 02190  (781) 682-0800  Fax: (781) 337-4587</p>
<p><b>Roxbury</b>  30 Dimock Street  Roxbury, MA 02119  (617) 989-2800  Fax: (617) 445-9147</p>	<p><b>Regional Office</b>  141 Main Street  Brockton, MA 02401  (508) 894-3700  Fax: (508) 559-7878</p>
<p><b>Northeast Southeast Regional Office</b>  Everett Mills  15 Union Street, 2nd Floor  Lawrence, MA 01840  (978) 557-2700  Fax: (978) 557-9231</p>	<p><b>Brockton</b>  110 Mulberry Street  Brockton, MA 02302  (508) 894-3700  PSU: (508) 588-2281  Fax: (508) 559-7695</p>

<p><b>Cape Ann/Salem</b>  45 Congress Street, Building 4  Salem, MA 01970  (978) 825-3800  (978) 825-3900  Fax: (978) 825-9091</p>	<p><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</p>
<p><b>Haverhill</b>  3 Ferry Street  Bradford, MA 01835  (978) 469-8800  Fax: (978) 469-8990</p>	<p><b>Fall River</b>  1567 North Main Street  Fall River, MA 02720  (508) 235-9800  Fax: (508) 672-5404</p>
<p><b>Lawrence</b>  Everett Mills  15 Union St., 2nd Floor  Lawrence, MA 01840  (978) 557-2500  Fax: (978) 683-7455</p>	<p><b>New Bedford</b>  100 North Front Street  New Bedford, MA 02740  (508) 910-1000  Fax: (508) 990-7321</p>
<p><b>Lowell</b>  33 East Merrimack Street  Lowell, MA 01852  (978) 275-6800  PSU: (978) 275-6900  Fax: (978) 452-5896</p>	<p><b>Plymouth</b>  61 Industrial Park Road  Plymouth, MA 02360  (508) 732-6200  1-800-423-2338  Fax: (508) 747-1239</p>
<p><b>Lynn</b>  20 Wheeler Street  Lynn, MA 01902  (781) 477-1600  PSU: (781) 593-5755  Fax: (781) 592-3380</p>	<p><b>Taunton/Attleboro Mill River Place</b>  1 Washington Street  Taunton, MA 02780  Phone: 508-821-7000  1-800-441-3143 (Toll-free number)  Fax: 508-822-1453</p>
<p><b>Central Western Regional Office and Region Legal Office</b>  25 Winthrop Street, Suite 300  Worcester, MA 01604  (508) 929-2130  Fax: (508) 754-0420</p>	<p><b>Worcester East Area Office</b>  <b>Worcester West Area Office</b>  25 Winthrop Street  Suite 200  Worcester, MA 01604  (508) 929-2000  Fax: (508) 754-9803</p>
<p><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</p>	<p><b>Regional Office</b>  140 High Street, 5th Floor  Springfield, MA 01105  (413) 452-3350  Fax: (413) 781-4482</p>
<p><b>South Central/Blackstone Valley</b>  185 Church Street  Whitinsville, MA 01588  (508) 929-1000  Fax: (508) 234-4110</p>	<p><b>DCF: Northampton Office</b>  1 Prince Street  Northampton, MA 01060  1-800-841-2692 (Toll-free, auto attended)  Fax: (413) 586-6776</p>

<p><b>Springfield</b>  140 High Street, 5th Floor  Springfield, MA 01105  (413) 452-3200  Fax: (413) 739-5851</p>	<p><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</p>
<p><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</p>	<p><b>Holyoke</b>  261 High Street  Holyoke, MA 01040  (413) 493-2600  1-800-698-3935 (Toll-free number)  Fax: (413) 533-9355</p>
<p><b>DCF: Robert Van Wart Center</b>  112 Industry Avenue  Springfield, MA 01104  (413) 205-0500  Fax: (413) 205-0650</p>	



## 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 city or 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, and this should not delay access to benefits.

<p><b>Brockton Office</b> (508) 895-7000 75 Commercial St. Brockton, MA 02302</p>	<p><b>Hyannis Office</b> (508) 862-6600 77 High School Road Ext. Hyannis, MA 02601</p>	<p><b>North Shore (Salem) Office</b> (978) 825-7300 35 Congress Street Salem, MA 01970</p>
<p><b>Dudley Square Office</b> (617) 989-6000 2201 Washington St. Roxbury, MA 02119</p>	<p><b>Lawrence Office</b> (978) 725-7100 15 Union Street Lawrence, MA 01840</p>	<p><b>Pittsfield Office</b> (413) 236-2000 75 South Church Street, 4th Floor Pittsfield, MA 01201</p>
<p><b>Fall River Office</b> (508) 646-6200 1567 North Main Street Fall River, MA 02720</p>	<p><b>Lowell Office</b> (978) 446-2400 131 Davidson Street Lowell, MA 01852</p>	<p><b>Plymouth Office</b> (508) 732-3100 61 Industrial Park Road Plymouth, MA 02360</p>
<p><b>Falmouth Office</b> (508) 495-1400 155 Katharine Lee Bates Road Falmouth, MA 02540</p>	<p><b>Malden Office</b> (781) 388-7300 200 Pleasant Street Malden, MA</p>	<p><b>Revere Office</b> 1-800- 650-2560 (Toll-free line) (781) 286-7800 300 Ocean Avenue Revere, MA 02151</p>
<p><b>Fitchburg Office</b> (978) 665-8700 473 Main St. Fitchburg, MA 01420</p>	<p><b>Milford Office</b> (508) 634-7100 25 Birch Street Milford, MA 01757</p>	<p><b>Southbridge Office</b> (508) 765-2400 79 North Street Southbridge, MA 01550</p>
<p><b>Framingham Office</b> (508) 661-6600 110 Mt. Wayte Avenue Framingham, MA 01702</p>	<p><b>New Bedford Office</b> (508) 961-2000 160 West Rodney French Boulevard New Bedford, MA 2744</p>	<p><b>Springfield/Liberty Office</b> (413) 858-1000 95 Liberty Street Springfield, MA 01103</p>
<p><b>Greenfield Office</b> (413) 772-3400 1 Arch Pl, Suite 2A Greenfield, MA 01301</p>	<p><b>Newmarket Square (Boston) Office</b> (617) 989-2200 1010 Massachusetts Avenue Boston, MA 2118</p>	<p><b>Taunton Office</b> (508) 884-5300 21 Spring Street Taunton, MA 02780</p>
<p><b>Holyoke Office</b> (413) 552-5400 72-100 Front Street Holyoke, MA 01041</p>	<p><b>North Adams Office</b> (413) 663-1100 37 Main Street North Adams, MA 01247</p>	<p><b>Worcester Office</b> (508) 767-3100</p>

**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 general eligibility, MassHealth benefits, enrollment into a health plan, and dental benefits.

**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 those of any age in need of long-term care services), member eligibility, and required paperwork.