



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

# Resources for Older Homeless and Low-Income Adults

A Guide to Housing, Health and Safety, Social  
Services, and Education

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

## LETTER FROM THE EXECUTIVE DIRECTOR

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Dear Resource Guide Users:

We know that the population of older unaccompanied adults is almost twice as likely to be homeless as is any other age group. Moreover, the life expectancy of homeless adults is, on average, 20 years less than that of non-homeless adults. We can expect, then, that this older subset of the homeless population will face many serious health challenges as they continue to live on the streets, thereby dramatically raising the cost of their health care. The only reasonable solution to these greater health care costs is housing. It is far less expensive to house and provide services to this older population than to provide for these same people on the streets, where they must rely on the ambulance, the emergency room, and, in many cases, on multiple hospitalizations.

***Resources for Older Homeless and Low-Income Adults: A Guide to Housing, Health and Safety, Social Services, and Education*** is intended to improve the lives of older adults who are homeless, potentially homeless due to poverty, or recently housed. This Guide contains information about how to access safe and decent housing with wraparound services. It offers ways to stay healthy by participating in nutritious meals programs and by getting regular medical checkups, dental and vision care, prescription assistance, and behavioral health services that address substance abuse and mental illness. The Guide also describes eligibility and steps for accessing benefits such as Social Security, Supplementary Security Income, Medicare, Medicaid, and Veterans benefits. Within these pages, there is also information about opportunities to participate in support groups and counseling, faith-based programs, recreational activities, and re-entry and job-training programs.

The Massachusetts Housing and Shelter Alliance (MHSA) is in the business of preventing and, ultimately, eliminating homelessness. In the meantime, we at MHSA hope that you will use this Guide as a resource to improve the lives of older adults who struggle each day because they have no place to call home. Keys to a home and services to better health and a sense of well-being are life-changing and sometimes life-saving.

In any statewide compendium of this scope, there will be organizations and programs that we inadvertently overlooked and should have included. As you notice omissions that would benefit our older homeless population and those living in poverty, kindly email Housing First Coordinator Tom Brigham at [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) to suggest additional resources and to point out any errors that you discover as you use the Guide.

Yours sincerely,



Joe Finn  
President and Executive Director

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## Get Help!

**Dial 2-1-1.** This free and confidential Hotline is available 24/7. The number is easy to remember and connects people with important community services. 2-1-1 operators have information on resources for basic human needs, physical and mental health services, employment services, and support services for elderly and disabled persons. During times of emergency in Massachusetts, 2-1-1 is the Commonwealth's primary telephone information call center; it allows citizens to access up-to-date disaster information, post-disaster programs, and interpreter services.

## How to Use This Guide

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

<b>Name of organization:</b>	<b>Duffy Health Center (DHC)</b>
Phone number:	(508) 771-9599 (Clinic line)
Alternate phone number:	(508) 771-7517 (Administrative line)
Address line 1:	94 Main St.
Address line 2:	Hyannis, MA 02601
Website:	<a href="http://www.duffyhealthcenter.org">www.duffyhealthcenter.org</a>
Description of services:	Duffy Health Center strives to prevent and reduce homelessness on Cape Cod by providing primary health care integrated with case management. Specifically, DHC provides medical care, mental health and substance abuse treatment, case management, and housing services to people who are homeless or at risk of homelessness.

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

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

Each of Massachusetts' five geographic regions contains listings of resources under one or more of the following categories:

- **Housing**
- **Health and Safety**
- **Social Services**
- **Education**

**Note:** Bookending the listings by geographic region are two other sets of listings—agencies and organizations that serve the entire Commonwealth (labeled STATEWIDE and appearing first) and those that serve the entire nation (labeled NATIONAL and appearing last).

## Summary of Basic Needs and Their Components

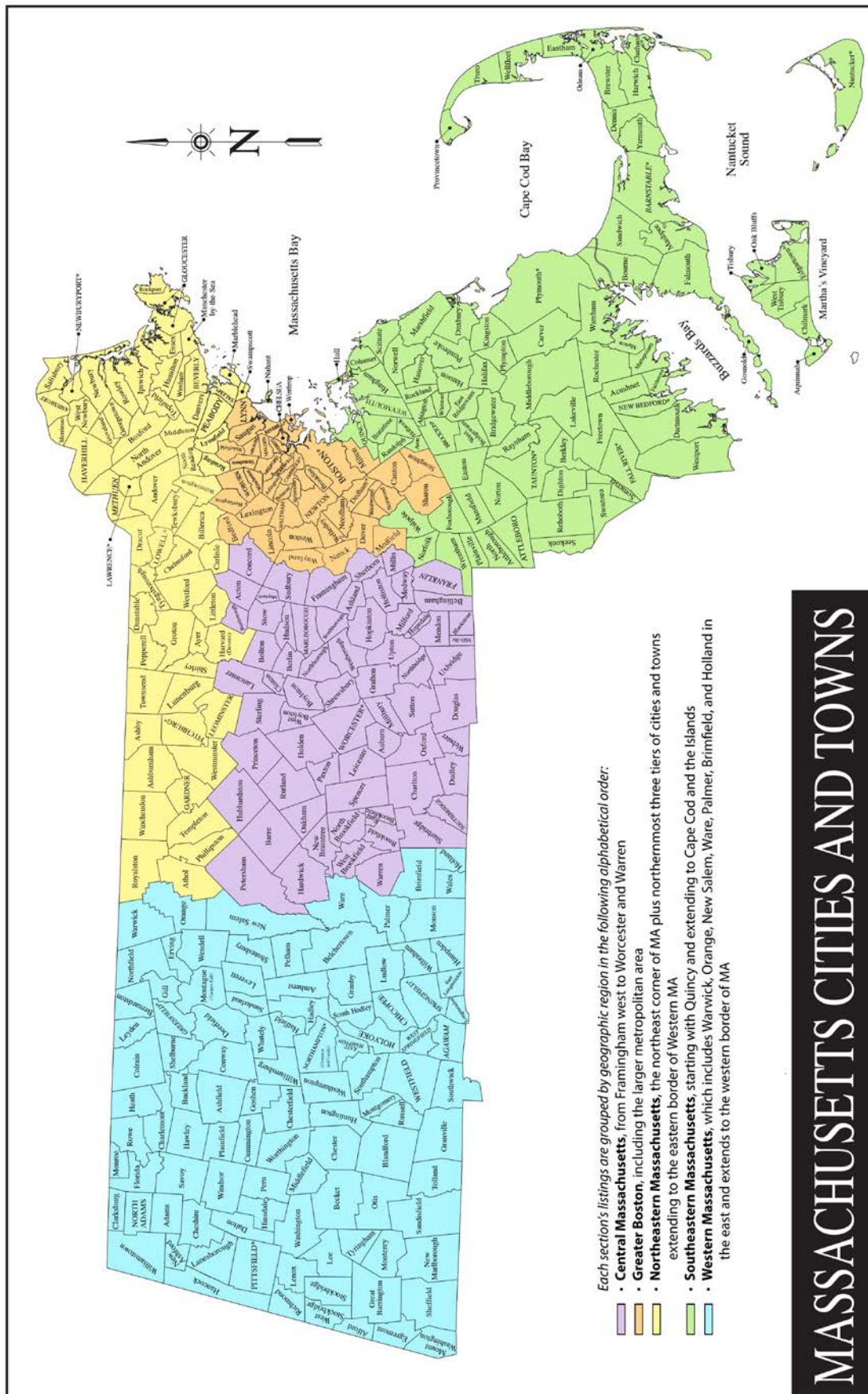
The *Resource Guide's* four categories of resources—Housing, Health and Safety, Social Services, and Education—serve the basic needs of all adults. If the basic needs of older homeless or poor adults are met, they can hope to live a life of reasonably good quality with a potential for stability and productivity in their community. Of course, many components of services go into providing each of these basic needs to homeless or poor older adults. Below, you will find a list of the components that we believe go into meeting the basic needs of this population.

**HOUSING:** housing assistance, eligibility, guidance/referral to appropriate types of housing, housing search, advocacy, furniture, fuel/utilities, maintenance, legal services around eviction or foreclosure

**HEALTH and SAFETY:** food/meals, street outreach, clothing, physical health care, hospice services, mental health care, treatment/rehabilitation services around addictions, legal services in cases of injury/physical abuse, LGBTQ services, treatment for HIV/AIDS, physical and mental recreational activities, assessment/referral, advocacy for programs that strengthen health

**SOCIAL SERVICES:** support groups, transportation, drop-in centers, spiritual support, access to financial assistance, LGBTQ activities, assistance for individuals experiencing sexual or domestic violence, legal services around scams and age discrimination/assistance for misdemeanors and outstanding warrants, bereavement services, benefits information/application assistance, Councils on Aging/Senior Centers for socializing opportunities, case management, ASAPs/AAAs, job referrals, re-entry services after incarceration, institutionalization, or military service

**EDUCATION:** reading literacy, employment services such as job-training/veterans employment, volunteer opportunities, lifelong learning programs, ESL programs, libraries, independent living skills, leadership skills, health information, resources on aging, money management skills, budget counseling





## **STATEWIDE RESOURCES**

### **HOUSING**

#### **Aging Services Access Points (ASAPs)**

1-800-243-4636 (Toll-free line to inquire about services)

1-800-872-0166 (TTY toll-free line to inquire about services)

<http://www.massresources.org/senior-agencies.html#asaps>

Aging Services Access Points are one-stop entry points for all the services and benefits available to seniors in Massachusetts. Some services are given to all seniors at no charge; other services are available only to those seniors who meet program eligibility requirements. ASAPs provide information and referrals to senior services, elder care advisors, protective services, elder-at-risk services to help seniors live safely/independently at home, case management, nutrition services, and on-line resources. ASAPs also manage the state-based Massachusetts Home Care Program and work with Area Agencies on Aging, or AAAs, to ensure that all seniors have access to all essential services. In Massachusetts, many senior agencies, such as those in Boston, are combined ASAPs/AAAs.

#### **AIDS Action Committee of Massachusetts (AAC)**

1-800-235-2331 (Toll-free Hotline, Voice)

(617) 437-1672 (Hotline, TTY)

1-888-443-4372 (Toll-free Hepatitis Hotline)

(617) 437-6200 (Office line for information)

75 Amory St.

Boston, MA 02119

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

The AIDS Action Committee of Massachusetts is a nonprofit organization whose goal is to help improve the lives of Massachusetts residents already infected with HIV, and to prevent further HIV infections. AAC provides direct client services, prevention services, and advocacy. Direct client services include case management, counseling, nutrition, housing, peer support, legal services, and transportation assistance. AAC also maintains an on-line HIV Health Library. All services are free and confidential.

#### **Department of Veterans' Services of Massachusetts (DVS)**

1-888-844-2838 (Toll-free line)

(617) 210-5480 (Main line for information: SAVE Team)

600 Washington St., 7<sup>th</sup> Floor

Boston, MA 02111

<http://www.mass.gov/veterans/health-and-well-being/counseling/suicide-prevention-only/save.html>

<http://www.mass.gov/veterans/health-and-well-being/healthcare/how-to-enroll.html>

[www.MassVetsAdvisor.org](http://www.MassVetsAdvisor.org) (information on all MA vet benefits and organizations)

The Department of Veterans' Services of Massachusetts acts as a clearing house for information pertaining to veterans benefits and services, employment, education, housing, health and well-being, and issues related to women veterans. DVS offers several programs and resources of particular value to poor, despondent, or homeless veterans. They include the Statewide Advocacy for Veterans' Empowerment (SAVE). The SAVE program advocates for veterans who are unable to obtain the

benefits they have earned due to institutional or personal barriers. The program's primary mission is prevention of suicide and mental health distress through the identification of issues facing vets when they return from service, followed by services that may address these issues and result in positive transitions back to civilian life. DVS collaborates with the U.S. Dept. of Veterans Affairs (VA) in the effort to end homelessness among veterans through a program known as Statewide Housing Advocacy Reintegration and Prevention (S.H.A.R.P.). Reintegration and prevention are achieved through peer support, mental health services, psychiatric evaluation and linkages to emergency shelter at a Veteran-centric facility while, at the same time, initiating processes for long-term remediation of the veteran's homelessness through enrollment in the HUD-Veterans Affairs Supportive Housing program. This HUD-VASH program combines the Housing Choice Voucher rental assistance for homeless vets with case management and clinical services. DVS also provides an easy-to-use website (above) called MassVetsAdvisor that strives to serve veterans living in Massachusetts as a bridge to the benefits that they have earned in defense of their country. MassVetsAdvisor is a collaboration among the Massachusetts Broadband Institute, the Massachusetts Dept. of Veterans' Services, the Red Sox Foundation, and the Massachusetts General Hospital Home Base Program. This website is a guide to anyone searching for benefits and programs for veterans. The data are comprehensive and currently provide search results from Massachusetts and Federal resources, listing only the benefits and services the veteran is qualified for, and, where available, an action plan to apply for the benefit. Users will be able to print, email, save, or forward the action plan to his or her Veterans Services Officer. By combining state and federal benefits as well as non-profit resources into one tailored on-line search, veterans have access to one-stop shopping for all their needs.

### **Disabled American Veterans (DAV)**

(617) 727-2974 (Main line for information)

State House, Room 546

Boston, MA 02133

<http://www.davma.org>

Disabled American Veterans provides free, professional assistance to veterans of all generations to help them to obtain VA and other government benefits earned through service. DAV provides food and shelter for homeless veterans, while connecting them to medical care, benefits counseling, and job training. DAV provides services at five VA medical centers in Massachusetts. For veterans who need help getting to and from medical appointments, DAV's transportation program provides free rides between veterans' homes and the VA medical centers. Through its Local Veterans Assistance Program (LVAP), DAV volunteers provide services to veterans in their own communities; these services include grocery shopping, yard work, and companionship.

### **Eliot Community Human Services**

(781) 861-0890 (Office line for information about services, including mental health and homelessness)

(781) 388-6226 or (339) 223-4274 (Substance Abuse Director's line)

(781) 306-4860 (Batterer Intervention Coordinator's line)

186 Bedford St.

Lexington, MA 02420

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

Eliot Community Human Services provides services for people of all ages in the majority of communities across Massachusetts. The Project for Assistance in Transition from Homelessness (PATH)



provides mental health assessment, treatment, advocacy, benefit assistance, DMH referrals, and housing assistance to the adult homeless population. Outreach clinicians and shelter specialists provide services directly to homeless individuals residing in emergency shelters. Aggressive Street Outreach (ASO) serves the unsheltered homeless population by providing street-based outreach to individuals who live on the street and rarely or never use shelters. Staff offer food and blankets to build trust while engaging individuals to accept mental health services, benefit assistance, and housing support. ASO also provides rental subsidies and on-site case management services to chronically homeless individuals in need of both housing and stabilization services. Eliot provides integrated services to elders who present with both mental health and substance abuse issues.

### **Executive Office of Elder Affairs**

1-800-243-4636 (Toll-free nationwide Helpline)

1-800-872-0166 (Toll-free TTY Helpline)

1-800-922-2275 (Toll-free TDD Elder Abuse Hotline)

1-866-778-0939 (Toll-free Massachusetts Senior Legal Helpline)

(617) 727-7750 (Programs and Services line)

One Ashburton Place, 5<sup>th</sup> Floor

Boston, MA 02108

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

The Executive Office of Elder Affairs strives to promote the independence and well-being of elders and people needing medical and social supportive services. The information provided on the Executive Office of Elder Affairs website is designed to help elders and their case workers or caregivers answer questions about services and opportunities available to seniors in Massachusetts. This website is continually updated to provide news and updates about topics such as benefits, nutrition, utility bill assistance, and ways to avoid scams and identity theft.

### **Goodwill Industries Ex-Offender Program**

(617) 445-1010 (General line for Goodwill Industries; ask for an employment specialist)

(617) 541-1400 x480 (Line for Job Seeker Services, Boston Career Link)

1010 Harrison Ave.

Boston, MA 02119

[www.goodwill.org/find-jobs-and-services/find-a-job](http://www.goodwill.org/find-jobs-and-services/find-a-job)

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

Various local Goodwill agencies in Massachusetts help ex-offenders by offering workforce training, mentoring, housing assistance, substance abuse treatment, and other programs. An ex-offender also can build pre-release work skills and obtain the necessary documentation to start his/her job search before being released.

### **Homeless Women Veterans' Outreach and Case Management Program**

(857) 364-4027 (Main line for information)

150 South Huntington Ave., 116B-3

Boston, MA 02130

[http://www.massvetsadvisor.org/details/10141/VA Medical Center Women Veterans Program Manager](http://www.massvetsadvisor.org/details/10141/VA_Medical_Center_Women_Veterans_Program_Manager)

The Homeless Women Veterans' Outreach and Case Management Program at the VA Boston

Healthcare System provides a myriad of services to women veterans who are homeless or at-risk for homelessness. Services include referrals to shelters and housing placement.

### **Hospice and Palliative Care Federation of Massachusetts (HPCFM)**

1-800-962-2973 (Toll-free line for technical support)

(781) 255-7077 (Office line for information)

1420 Providence Hwy., Suite 277

Norwood, MA 02062

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

The Hospice and Palliative Care Federation of MA is a non-profit organization that strives to advance and promote excellence in end-of-life care. The HPCFM serves patients with a terminal illness resulting in a life expectancy of six months or less, as determined by the patient's physician, who will continue to care for that patient, along with the hospice team. HPCFM's palliative, or comfort, care focuses on controlling symptoms and managing pain rather than on attempting to cure the patient. The HPCFM offers a number of resources, including a searchable listing of hospices (Hospice Locator), bereavement support, and on-line links to hospice services and readings. While the HPCFM takes insurance, it also offers a sliding-fee scale or charitable basis for those who have insufficient insurance.

### **HUD-Veterans Affairs Supported Housing**

1-877-424-3838 (Toll-free line to contact for information about VASH housing)

1-800-482-2565 (Toll-free 24/7 line for any veteran in need of services)

Veterans Inc.

69 Grove St.

Worcester, MA 01605

[http://www.massvetsadvisor.org/details/10147/HUD-Veterans\\_Affairs\\_Supported\\_Housing](http://www.massvetsadvisor.org/details/10147/HUD-Veterans_Affairs_Supported_Housing)

The Housing and Urban Development-Veterans Affairs Supported Housing (HUD\_VASH) Program provides permanent housing and ongoing case management for eligible homeless male and female veterans who would not be able to live independently without the support of case management. This program allows eligible veterans to live in veteran-selected housing units with a "Housing Choice" voucher. These vouchers are portable to support the veteran's choice of housing in communities served by their VA medical facility where case management services can be provided. HUD-VASH services include outreach and case management to ensure integration of services and continuity of care. Eligibility requires that candidates be VA health care eligible veterans and meet the definition of homelessness defined in The McKinney Homeless Assistance Act. Veterans with the most vulnerability (in need of case management services because of serious mental illness, substance use disorder history, or physical disability) are excellent candidates for this program. To apply for HUD-VASH, veterans should contact their local VA Homeless Program (see phone line and address above) or obtain a referral from a case manager in another VA program.

### **Justice Resource Institute (JRI)**

(617) 457-8150 (Office line for information)

25 West St., #500

Boston, MA 02111

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

The Justice Resource Institute offers a broad range of specialized services and programs throughout

Massachusetts, Rhode Island, and Connecticut. JRI serves clients in both residential settings and in outpatient or community-based settings. JRI's Behavioral Health Centers and Trauma Services develop intervention methods to meet the needs of adults dealing with a range of behavioral health conditions. The Developing Abilities program provides opportunities for adults with developmental needs to live on their own or in staffed homes, where they can grow through job training, supported employment, or therapeutic day supports. JRI Health Services provides support services to help people living with HIV/AIDS achieve the best possible health outcomes and self-sufficiency. Health Services offers case management, housing search and advocacy, legal services, and home-based support. For homeless individuals and those in need a rental subsidy is available.

### **Massachusetts Association of Councils on Aging (MCOA)**

(413) 527-6425 (Office line for information)

116 Pleasant St., Room 306

Easthampton, MA 01027

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

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The Massachusetts Association of Councils on Aging is a membership organization comprised of municipal Councils on Aging. The mission of the MCOA is to support the independence of adults 60 and older by advocating for programs and services to meet their needs and to promote the growth and quality of Councils on Aging and senior centers around the Commonwealth. The MCOA strives to improve the quality of services provided to older adults through COAs, senior centers, and other social services providers. In addition, the MCOA encourages and promotes the development of new senior centers in Massachusetts and the expansion of existing ones.

### **Massachusetts Coalition for the Homeless**

(781) 595-7570 (Office line for information)

15 Bubier St.

Lynn, MA 01901

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

The Massachusetts Coalition for the Homeless strives to eradicate homelessness from the Commonwealth of Massachusetts. To meet this goal, the Coalition advocates for people experiencing homelessness in areas of public policy, develops and maintains a network of members and supporters, and provides public education about the problem of homelessness and its solution. For individuals transitioning out of homelessness into permanent housing, the Coalition runs The Furniture Bank. The Furniture Bank program operates from a warehouse outside of Boston where sofas, bed frames, tables, and other household essentials have been donated. These household goods are then available for pick-up free of cost to individuals and households making the transition out of homelessness.

### **Massachusetts Housing and Shelter Alliance (MHSA)**

(617) 367-6447 (Main office line)

P.O. Box 120070 (Mailing address)

25 Kingston St, 3<sup>rd</sup> Floor

Boston, MA 02111

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

The Massachusetts Housing and Shelter Alliance is a public policy advocacy organization whose

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

mission is to end homelessness in Massachusetts. MHSA strives to move beyond shelter and toward permanent supportive housing in a 'Housing First' model. This model places a person in housing first and then provides him/her with the services needs of that individual. This strategy has proved successful because only after a person has been stabilized with housing is s/he able to deal with the reasons—substance use, health issues, mental illness, unemployment—that caused homelessness in the first place. In a stable environment, a case manager can help formerly homeless individuals get proper nutrition and counseling; file for benefits, including health care; and find employment. An example of the successful implementation of the Housing First model is *Home & Healthy for Good*, a program that MHSA has operates through Department of Housing and Community Development funds as well as other leveraged resources. *Home & Healthy for Good* has reduced costs to the state and improved health outcomes and residential stability.

### **MassHousing**

(617) 854-1000 (Main office line)

1 Beacon St., #2700

Boston, MA 02108

<https://www.masshousing.com>

MassHousing is a self-supporting nonprofit public agency that strives to address the housing needs of low- and moderate-income residents and communities in Massachusetts by providing financing for large-scale developments and small-scale projects and preserving existing affordable housing. In particular, MassHousing's program ElderCHOICE provides financing for assisted-living rental housing with supportive services for frail elders. ElderCHOICE gives special loans to assisted living residences that agree to charge low rents in 20% of their units.

### **New England Center for Homeless Veterans (NECHV)**

(617) 371-1800 (Main office line for questions, concerns)

(617) 371-1701 (Line for Director of Community Affairs)

17 Court St.

Boston, MA 02108

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

The New England Center for Homeless Veterans offers programs and services designed to enable successful reintegration, meaningful employment, and independent living. A three-level Residential Program leads homeless veterans from crisis to self-sufficiency. In Level 1, veterans are assessed to determine whether there is a need for more intensive medical care. Working with the intake staff, vets are given immediate care as well as intensive counseling and services to prepare them for NECHV's reintegration program. In Level 2, the Transitional Housing Program, vets must be working or enrolled in a training or educational program. The focus is on financial management and the search for permanent housing. Level 3 offers single room occupancy permanent units to vets who have completed Level 2. With each level of the Residential Program, NECHV offers a range of supportive services: specialized counseling to address issues such as substance abuse, mental health, and PTSD; case management services; 24/7 emergency medical care; and a job placement program. The Pamela D. Donovan Memorial Residence for Women is a newly-renovated dormitory with 16 beds for women.

**New England Prison Ministries**

(978) 458-1721 (Office line)

P.O. Box 1785

Lowell, MA 01853

(No website)

New England Prison Ministries help released prisoners stay out of jail by helping them find a safe place to live, assisting them in finding employment, and providing a structured program for encouragement and transformation. The program includes encouragement to follow a Christian lifestyle. Each month, New England Prison Ministries offers an email newsletter on request.

**Planning Office for Urban Affairs, Inc. (POUA)**

(617) 350-8885 (Office line for information)

84 State St., Suite 600

Boston, MA 02109

<http://www.poua.org>

The Planning Office for Urban Affairs is a social justice ministry whose goal is to create safe and vibrant communities by developing high quality affordable and mixed income housing, where people of modest means, including seniors and people with special needs, can live in dignity. POUA strives to integrate its elderly housing with the larger community to include mixed-income units and provide support services. Since a central part of its mission is to serve homeless elders, POUA tries, where possible, to include units for this population in all senior developments.

**Veterans Inc.**

1-800-482-2565 (Toll-free line for information and to ask questions)

69 Grove St.

Worcester, MA 01605

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

Veterans Inc. is nationally recognized for its clinical model of treating homelessness among veterans. By offering peer support groups, substance abuse treatment, outreach services, and housing, Veterans Inc. strives to promote self-determination and independence among veterans from wars of any era. All veterans, whether female or male, physically or mentally disabled, or struggling with PTSD or substance abuse, are eligible for Veterans Inc.'s treatment plans, benefits counseling, transportation, legal advice, and referrals. Employment and training specialists at Veterans Inc. offer career counseling, job training, and job placement services.

**Volunteers of America of Massachusetts, Inc.**

(617) 522-8086 (Main office line)

(617) 262-7142 (Contact line for information on Hello House for Men and Next Step Apartments)

(617) 471-6616 (Contact line for Hello House for Women)

(617) 447-3288 (Veteran's Employment Network Program line)

(617) 390-0239 (Mass. Bay Veterans Center)

441 Centre St. (Main office)

Jamaica Plain, MA 02130

<https://www.voamass.org>

Volunteers of America of Massachusetts provides programs for veterans, adults in recovery from drug

and alcohol addiction, elders in need of housing and health services, those in need of mental health treatment, and offenders reentering the community. Hello House for Men and Hello House for Women are 3- to 6-month treatment programs designed to reintegrate residents into the community as sober, employed individuals committed to an ongoing recovery process. Individual and group counseling is utilized to engage residents in issues that support recovery. Next Step Apartments are housing alternatives for the graduates of both Hello Houses, where they can stay focused on their recovery, learn independent living skills, and find support from program staff and the other residents. The Veterans Employment Network Program for homeless vets offers case management, transitional housing, life skills coaching, and job counseling, training, and placement. The Mass. Bay Veterans Center in Somerville provides housing and the following services to formerly homeless vets: case management, employment assistance, mental health services, and individual and group counseling.



## **HEALTH and SAFETY**

### **Aging Services Access Points (ASAPs)**

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1-800-872-0166 (TTY toll-free line to inquire about services)

<http://www.massresources.org/senior-agencies.html#asaps>

Aging Services Access Points are one-stop entry points for all the services and benefits available to seniors in Massachusetts. Some services are given to all seniors at no charge; other services are available only to those seniors who meet program eligibility requirements. ASAPs provide information and referrals to senior services, elder care advisors, protective services, elder-at-risk services to help seniors live safely/independently at home, case management, nutrition services, and on-line resources. ASAPs also manage the state-based Massachusetts Home Care Program and work with Area Agencies on Aging, or AAAs, to ensure that all seniors have access to all essential services. In Massachusetts, many senior agencies, such as those in Boston, are combined ASAPs/AAAs.

### **AIDS Action Committee of Massachusetts (AAC)**

1-800-235-2331 (Toll-free Hotline, Voice)

(617) 437-1672 (Hotline, TTY)

1-888-443-4372 (Toll-free Hepatitis Hotline)

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

The AIDS Action Committee of Massachusetts is a nonprofit organization whose goal is to help improve the lives of Massachusetts residents already infected with HIV, and to prevent further HIV infections. AAC provides direct client services, prevention services, and advocacy. Direct client services include case management, counseling, nutrition, housing, peer support, legal services, and transportation assistance. AAC also maintains an on-line HIV Health Library. All services are free and confidential.

### **Alzheimer's Association**

1-800-272-3900 (Toll-free 24/7 Helpline for info/advice; translation services in 170+ languages)

(617) 868-6718 (Office line for information about other chapters in MA)

480 Pleasant St.

Watertown, MA 02472

[www.alz.org/manh](http://www.alz.org/manh)

The Alzheimer's Association aims to eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health. The Association runs support groups, connects people across the globe through on-line message boards, and provides caregivers with on-line resources and information through the Alzheimer's and Dementia Caregiver Center, which features sections on early-stage, middle-stage, and late-stage care-giving. The Alzheimer's Association TrialMatch is a free service that helps people find clinical studies and search opportunities. The Alzheimer's Navigator is a free on-line tool that provides individuals with Alzheimer's and their caregivers step-by-step guidance and customized action plans. As the largest non-profit funder of Alzheimer's research, the Association is

committed to accelerating progress of new treatments, preventions, and, ultimately, a cure.

### **CommonHealth**

1-800-841-2900 (Line for MassHealth Customer Service Center to get answers about benefits)

1-800-497-4648 (TTY line for MassHealth Customer Service Center to get answers about benefits)

1-888-665-9993 (Toll-free line for MassHealth Enrollment Center)

1-888-665-9997 (Toll-free TTY line for MassHealth Enrollment Center)

<http://www.massresources.org/masshealth.html#eligible>

[www.massresources.org/masshealth-apply.html](http://www.massresources.org/masshealth-apply.html)

CommonHealth is comprehensive health insurance similar to MassHealth, for eligible disabled adults who cannot get MassHealth because their incomes are too high. To be eligible, a person must be disabled and a U.S. citizen or eligible non-citizen who is not eligible for MassHealth. CommonHealth is intended for adults with disabilities who work 40 or more hours a month and adults with disabilities under age 65 who are not working or are working fewer than 40 hours a month. Although there are no income or asset limits for CommonHealth, there may be a monthly premium if a person's income is greater than 150% of the Federal Poverty Guidelines (FPG). Note: Most non-working disabled adults with incomes above 133% FPG have to meet a one-time-only deductible to become eligible for CommonHealth. Special rules apply to disabled adults who are HIV positive. CommonHealth offers comprehensive health coverage, which includes the following benefits: pharmacy services; inpatient and outpatient hospital services; doctor, nurse practitioner, and clinic visits; mental health and substance abuse services; audiologist services and hearing aids; vision care, including eye glasses and magnifying aids; renal dialysis; smoking cessation services; home health care; personal care and private duty nurse services; hospice services; long-term care in a medical facility; rehabilitation and physical therapy; ambulance and transportation services; adult foster care; dental care, including checkups, cleanings, fillings, and dentures; medical equipment and supplies; and oxygen and respiratory equipment. To apply for CommonHealth, a person must go to the second website listed above and acquire (by mail, on-line, or in-person) a MassHealth application, which is called a Medical Benefit Request, and complete the application.

### **Community Research Initiative of New England (CRI)**

1-888-253-2712 (Toll-free line)

(617) 502-1700 (Office line)

38 Chauncy St., Suite 500

Boston, MA 02111

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

The Community Research Initiative of New England is a community-based organization dedicated to HIV/AIDS clinical research, ensuring access to life-saving medicines, and providing financial assistance for approved drug treatments and health insurance coverage for those in need. CRI administers the Massachusetts HIV Drug Assistance Program, which provides access to critical HIV-related medicines for Massachusetts residents who are otherwise unable to pay for these drugs. CRI also offers HIV/AIDS clinical research trials that allow participants to try new treatments before they become widely available and have their care tracked by a team of medical professionals.

**Community Servings**

(617) 522-7777 (Main line for information)

Joan H. Parker Building

18 Marbury Terrace

Jamaica Plain, MA 02130

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

Community Servings is a food and nutrition program that provides free lunch, dinner, and snack to individuals who are homebound with a critical or chronic illness. Appealing, nutritious meals that are culturally appropriate and tailored to clients' health needs are delivered throughout Massachusetts. In addition to meals, Community Servings' registered dietitian offers clients a range of nutrition care services. This begins with a screening and assessment before a client begins receiving meals in order to identify any nutritional risk factors or concerns the client may have. The goal is to provide adequate calories and protein to support health during critical illness. If needed, the dietitian will develop an individualized meal plan with the client over the phone or in person.

**Department of Veterans' Services of Massachusetts (DVS)**

1-888-844-2838 (Toll-free line)

(617) 210-5480 (Main line for information: SAVE Team)

600 Washington St., 7<sup>th</sup> Floor

Boston, MA 02111

<http://www.mass.gov/veterans/health-and-well-being/counseling/suicide-prevention-only/save.html>

<http://www.mass.gov/veterans/health-and-well-being/healthcare/how-to-enroll.html>

[www.MassVetsAdvisor.org](http://www.MassVetsAdvisor.org) (information on all MA vet benefits and organizations)

The Department of Veterans' Services of Massachusetts acts as a clearing house for information pertaining to veterans benefits and services, employment, education, housing, health and well-being, and issues related to women veterans. DVS offers several programs and resources of particular value to poor, despondent, or homeless veterans. They include the Statewide Advocacy for Veterans' Empowerment (SAVE). The SAVE program advocates for veterans who are unable to obtain the benefits they have earned due to institutional or personal barriers. The program's primary mission is prevention of suicide and mental health distress through the identification of issues facing vets when they return from service, followed by services that may address these issues and result in positive transitions back to civilian life. DVS collaborates with the U.S. Dept. of Veterans Affairs (VA) in the effort to end homelessness among veterans through a program known as Statewide Housing Advocacy Reintegration and Prevention (S.H.A.R.P.). Reintegration and prevention are achieved through peer support, mental health services, psychiatric evaluation and linkages to emergency shelter at a Veteran-centric facility while, at the same time, initiating processes for long-term remediation of the veteran's homelessness through enrollment in the HUD-Veterans Affairs Supportive Housing program. This HUD-VASH program combines the Housing Choice Voucher rental assistance for homeless vets with case management and clinical services. DVS also provides an easy-to-use website (above) called MassVetsAdvisor that strives to serve veterans living in Massachusetts as a bridge to the benefits that they have earned in defense of their country. MassVetsAdvisor is a collaboration among the Massachusetts Broadband Institute, the Massachusetts Dept. of Veterans' Services, the Red Sox Foundation, and the Massachusetts General Hospital Home Base Program. This website is a guide to anyone searching for benefits and programs for veterans. The data are comprehensive and currently provide search results from Massachusetts and Federal resources, listing only the benefits and services

the veteran is qualified for, and, where available, an action plan to apply for the benefit. Users will be able to print, email, save, or forward the action plan to his or her Veterans Services Officer. By combining state and federal benefits as well as non-profit resources into one tailored on-line search, veterans have access to one-stop shopping for all their needs.

### **Disabled American Veterans (DAV)**

(617) 727-2974 (Main line for information)

State House, Room 546

Boston, MA 02133

<http://www.davma.org>

Disabled American Veterans provides free, professional assistance to veterans of all generations in helping them to obtain VA and other government benefits earned through service. DAV provides food and shelter for homeless veterans, while connecting them to medical care, benefits counseling, and job training. DAV provides services at five VA medical centers in Massachusetts. For veterans who need help getting to and from medical appointments, DAV's transportation program provides free rides between veterans' homes and the VA medical centers. Through its Local Veterans Assistance Program (LVAP), DAV volunteers provide services to veterans in their own communities; these services include grocery shopping, yard work, and companionship.

### **Elder Abuse and Protective Services**

1-800-922-2275 (Toll-free 24/7 Elder Abuse Hotline to report elder abuse; V/TTY)

1-800-882-2003 (Toll-free line for contact information at the MA Dept. of Elder Affairs)

1-800-872-0166 (Toll-free TTY line for contact information at the MA Dept. of Elder Affairs)

1-866-778-0939 (Toll-free bilingual Massachusetts Senior Legal Helpline; open M-F: 9 a.m. to 1 p.m.)

(617) 727-7750 (Office line for Office of Elder Affairs)

Executive Office of Elder Affairs

One Ashburton Place, 5<sup>th</sup> Floor

Boston, MA 02108

[www.massresources.org/elder-protective-services.html](http://www.massresources.org/elder-protective-services.html)

Anyone age 60 or older is protected by elder abuse laws. The Executive Office of Elder Affairs administers a statewide system of 22 Protective Services (PS) agencies throughout Massachusetts. This Office must provide protective services to remedy or alleviate the abuse, which may be physical, sexual, emotional, or verbal. Other categories of abuse include financial exploitation, caretaker neglect, and self-abuse when an elder is neglecting self-care or putting him/herself at risk.

Massachusetts laws require the following professionals to report elder abuse: physicians, nurses, dentists, social workers, police and other emergency responders, elder outreach workers, and directors of home health agencies. A report of the abuse must be made right away by phone or other electronic device; a written report must be filed within 48 hours.

### **Elder Van Service**

1-800-243-4636 (Toll-free line to speak with an Elder Care expert for information)

<https://contactus.800ageinfo.com/FindAgency.aspx> (Find senior center that serves user's community)

Elder Van Service offers van transportation to Massachusetts seniors who register for the program in their communities. Elder Van Service is a curb-to-curb service, and the senior must call ahead of time to schedule a ride. In some areas, seniors may only use the service for trips to medical appointments;

in other communities, the use of Elder Van Service is unrestricted, and seniors may use the service for banking, visiting, or any other purpose. Although fares vary by community, they are often approximately the cost of bus transportation.

- **Eligibility:** Senior must be at least 60 years old (age 65 in some communities) and a resident of the community in which s/he applies.
- **Application for Elder Van Service:** Senior should call his/her local senior center (locate by using the above website or by calling the toll-free number listed above). The senior will need to provide the following information: name, address, telephone number, age, and whether s/he uses a mobility aid such as a walker or wheelchair.
- **Scheduling a trip:** After application, the senior will be told what number to call to schedule a trip, which must be done ahead of time. At that time, the senior must provide the following information: name, date of trip, pick-up time, exact pick-up address, exact drop-off address, return trip time, and any special information about the trip or ability to travel.
- **Taking the trip:** Elder Van Service will inform senior when to be ready for the trip. Generally, the van arrives within 15 minutes before the requested pickup time and 15 minutes after the requested return trip time.
- **Requirements for the trip:** Senior must meet van at the curb and allow the driver to help the senior board safely. Once on the van, senior must secure mobility device and make sure to wear the seat belt. There is no tipping and no eating, drinking, or smoking in the van.

### **Eliot Community Human Services**

1-800-988-1111 (Toll-free emergency line)

(781) 861-0890 (Office line for information about services, including mental health and homelessness)

(781) 388-6226 or (339) 223-4274 (Substance Abuse Director's line)

(781) 306-4860 (Batterer Intervention Coordinator's line)

186 Bedford St.

Lexington, MA 02420

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

Eliot Community Human Services provides services for people of all ages in the majority of communities across Massachusetts. The Project for Assistance in Transition from Homelessness (PATH) provides mental health assessment, treatment, advocacy, benefit assistance, DMH referrals, and housing assistance to the adult homeless population. Outreach clinicians and shelter specialists provide services directly to homeless individuals residing in emergency shelters. Aggressive Street Outreach (ASO) serves the unsheltered homeless population by providing street-based outreach to individuals who live on the street and rarely or never use shelters. Staff offer food and blankets to build trust while engaging individuals to accept mental health services, benefit assistance, and housing support. ASO also provides rental subsidies and on-site case management services to chronically homeless individuals in need of both housing and stabilization services. Eliot provides integrated services to elders who present with both mental health and substance abuse issues.

### **Executive Office of Elder Affairs**

1-800-243-4636 (Toll-free nationwide Helpline)

1-800-872-0166 (Toll-free TTY Helpline)

1-800-922-2275 (Toll-free TDD Elder Abuse Hotline)

1-866-778-0939 (Toll-free Massachusetts Senior Legal Helpline)

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

(617) 727-7750 (Programs and Services line)  
One Ashburton Place, 5<sup>th</sup> Floor  
Boston, MA 02108

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

The Executive Office of Elder Affairs strives to promote the independence and well-being of elders and people needing medical and social supportive services. The information provided on the Executive Office of Elder Affairs website is designed to help elders and their case workers or caregivers answer questions about services and opportunities available to seniors in Massachusetts. This website is continually updated to provide news and updates about topics such as benefits, nutrition, utility bill assistance, and ways to avoid scams and identity theft.

### **GLBTQ Domestic Violence Project (GLBTQ-DVP)**

1-800-832-1901 (Toll-free 24-hour domestic violence Hotline)

(617) 779-2179 (Sexual assault Helpline)

(617) 779-2130 (Legal assistance line)

(617) 354-6056 (Office line for information)

955 Massachusetts Ave., PMB 131

Cambridge, MA 02139

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

GLBTQ Domestic Violence Project specializes in gay, lesbian, bisexual, transgender, and queer victims of domestic and sexual violence who are located in Southern New England, including Massachusetts. GLBTQ-DVP supports all victims and survivors regardless of gender identity/expression and/or sexual orientation. The fastest way to access domestic violence support is to call the Hotline at the number listed above (top). The Hotline provides immediate crisis counseling and safety planning. The Hotline also offers information about the services at GLBTQ-DVP, including court/medical accompaniment and help navigating social service systems. All services are free and confidential.

### **Goodwill Industries Ex-Offender Program**

(617) 445-1010 (General line for Goodwill Industries; ask for an employment specialist)

(617) 541-1400 x480 (Line for Job Seeker Services, Boston Career Link)

1010 Harrison Ave.

Boston, MA 02119

[www.goodwill.org/find-jobs-and-services/find-a-job](http://www.goodwill.org/find-jobs-and-services/find-a-job)

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

Various local Goodwill agencies in Massachusetts help ex-offenders by offering workforce training, mentoring, housing assistance, substance abuse treatment, and other programs. An ex-offender also can build pre-release work skills and obtain the necessary documentation to start his/her job search before being released.

### **Hospice and Palliative Care Federation of Massachusetts (HPCFM)**

1-800-962-2973 (Toll-free line for technical support)

(781) 255-7077 (Office line for information)

1420 Providence Hwy., Suite 277

Norwood, MA 02062

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



The Hospice and Palliative Care Federation of MA is a non-profit organization that strives to advance and promote excellence in end-of-life care. The HPCFM serves patients with a terminal illness resulting in a life expectancy of six months or less, as determined by the patient's physician, who will continue to care for that patient, along with the hospice team. HPCFM's palliative, or comfort, care focuses on controlling symptoms and managing pain rather than on attempting to cure the patient. The HPCFM offers a number of resources, including a searchable listing of hospices (Hospice Locator), bereavement support, and on-line links to hospice services and readings. While the HPCFM takes insurance, it also offers a sliding-fee scale or charitable basis for those who have insufficient insurance.

### **HUD-Veterans Affairs Supported Housing**

1-877-424-3838 (Toll-free line to contact for information about VASH housing)

1-800-482-2565 (Toll-free 24/7 line for any veteran in need of services)

Veterans Inc.

69 Grove St.

Worcester, MA 01605

[http://www.massvetsadvisor.org/details/10147/HUD-Veterans\\_Affairs\\_Supported\\_Housing](http://www.massvetsadvisor.org/details/10147/HUD-Veterans_Affairs_Supported_Housing)

The Housing and Urban Development-Veterans Affairs Supported Housing (HUD\_VASH) Program provides permanent housing and ongoing case management for eligible homeless male and female veterans who would not be able to live independently without the support of case management. This program allows eligible veterans to live in veteran-selected housing units with a "Housing Choice" voucher. These vouchers are portable to support the veteran's choice of housing in communities served by their VA medical facility where case management services can be provided. HUD-VASH services include outreach and case management to ensure integration of services and continuity of care. Eligibility requires that candidates be VA health care eligible veterans and meet the definition of homelessness defined in The McKinney Homeless Assistance Act. Veterans with the most vulnerability (in need of case management services because of serious mental illness, substance use disorder history, or physical disability) are excellent candidates for this program. To apply for HUD-VASH, veterans should contact their local VA Homeless Program (see phone line and address above) or obtain a referral from a case manager in another VA program.

### **Institute for Health and Recovery, Inc. (IHR)**

(617) 661-3991 (Main office line)

(617) 661-9051 (TTY line)

349 Broadway

Cambridge, MA 02139

<http://www.healthrecovery.org>

The Institute for Health and Recovery offers a continuum of care for individuals who are affected by the use and abuse of alcohol and other substances. To this end, IHR provides residential substance use treatment, prevention services that include community-based HIV and substance use education, case management for HIV+ individuals, and outpatient behavioral health treatment and care coordination. Staff integrate gender-specific, trauma-informed models of prevention, intervention, and treatment.

### **Justice Resource Institute (JRI)**

(617) 457-8150 (Office line for information)

25 West St., #500

Boston, MA 02111

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

The Justice Resource Institute offers a broad range of specialized services and programs throughout Massachusetts, Rhode Island, and Connecticut. JRI serves clients in both residential settings and in outpatient or community-based settings. JRI's Behavioral Health Centers and Trauma Services develop intervention methods to meet the needs of adults dealing with a range of behavioral health conditions. The Developing Abilities program provides opportunities for adults with developmental needs to live on their own or in staffed homes, where they can grow through job training, supported employment, or therapeutic day supports. JRI Health Services provides support services to help people living with HIV/AIDS achieve the best possible health outcomes and self-sufficiency. Health Services offers case management, housing search and advocacy, legal services, and home-based support. For homeless individuals and those in need a rental subsidy is available.

### **Massachusetts Association of Councils on Aging (MCOA)**

(413) 527-6425 (Office line for information)

116 Pleasant St., Room 306

Easthampton, MA 01027

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

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The Massachusetts Association of Councils on Aging is a membership organization comprised of municipal Councils on Aging. The mission of the MCOA is to support the independence of adults 60 and older by advocating for programs and services to meet their needs and to promote the growth and quality of Councils on Aging and senior centers around the Commonwealth. The MCOA strives to improve the quality of services provided to older adults through COAs, senior centers, and other social services providers. In addition, the MCOA encourages and promotes the development of new senior centers in Massachusetts and the expansion of existing ones.

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

1-800-392-6100 (Toll-free Customer Support Service line)

1-800-841-2900 (Toll-free MassHealth Transportation Customer Service line; bilingual)

(617) 222-3100 (Customer Support Service line)

(617) 222-5146 (TTY Customer Support Service line)

(617) 222-2828 (Hotline for accessibility on elevator or escalator)

10 Park Plaza, Suite 3910

Boston, MA 02116

<http://www.massresources.org/transportation.html>

[www.massdot.state.ma.us/Transit](http://www.massdot.state.ma.us/Transit) (The MA Dept. of Transportation, Rail & Transit Division: schedules)

[www.mbtta.com](http://www.mbtta.com) (MA Bay Transportation Authority: fares, schedules, maps, info for seniors/disabled)

[www.commute.com](http://www.commute.com) (MassRIDES: transit options for commuters/travelers throughout MA, including public transportation, carpooling, van pooling, bicycling)

The Massachusetts Bay Transportation Authority (MBTA) and the Regional Transit Authorities (RTAs) are in charge of public transportation in Massachusetts. Public transportation includes subways, the fixed route bus system, and paratransit van service in cities and towns throughout the state. Seniors and people with disabilities are eligible for reduced-cost transportation and other special services. In some cases, MassHealth and other benefit programs pay transportation costs for medical

appointments or jobs. Both paratransit service and elder van service are special curb-to-curb van services that are available for people who cannot use the subway or the local fixed route bus system because of a disability. Van service (see Elder Van Service listing above) is also available to seniors for medical appointments and other transportation needs. The cost to take a subway or bus depends on where the elder lives and how far s/he goes on a particular mode of transportation.

### **Massachusetts Law Reform Institute (MLRI)**

(617) 357-0700 (Main line for information)

99 Chauncy St., Suite 500

Boston, MA 02111

<http://www.mlri.org>

The Health Care Unit of the Massachusetts Law Reform Institute is committed to ensuring that all low-income and vulnerable individuals have access to affordable quality health care. To this end, MLRI's advocates work with state agencies and community-based groups to increase access to MassHealth coverage. MLRI's Food SNAP Advocacy Project serves as a safety net for poor elderly and disabled people. The Food SNAP Advocacy Project uses legal and policy advocacy to alleviate food insecurity and hunger by increasing SNAP participation and benefits amounts.

### **MassHealth (Massachusetts Medicaid)**

1-800-841-2900 (Toll-free line for MassHealth Customer Service)

1-800-497-4648 (TTY and toll-free line for program contact information)

[www.benefits.gov/benefits/benefit-details/1282](http://www.benefits.gov/benefits/benefit-details/1282)

<http://www.massresources.org/masshealth-commonhealth.html>

MassHealth pays for health care for certain low- and medium-income people who live in Massachusetts. MassHealth offers health-care benefits directly or by paying part or all of a person's health-insurance premiums. MassHealth offers different types of coverage, depending on the individual's age and whether s/he is disabled, HIV positive, or works for a small employer. MassHealth will determine whether the person seeking the benefit is eligible for it and, if so, give that person the most complete coverage that s/he qualifies for. **Note:** Comprehensive health insurance similar to MassHealth for Massachusetts residents with disabilities who cannot get MassHealth because the income is too high is known as CommonHealth.

#### *Eligibility requirements:*

- Must be a resident of Massachusetts, a U.S. national, a citizen, or a qualified non-citizen in need of health care/insurance assistance
- Financial situation must be described as low income or very low income

#### *Application process* (Applicant must choose one of the three methods below):

- Apply on-line at <https://www.mahealthconnector.org/>(<https://www.mahealthconnector.org/>)
- Download an Application for Health Coverage and Help Paying Costs at <http://www.mass.gov/eohhs/consumer/insurance/masshealth-apply/applications-and-member-forms.html>  
(<http://www.mass.gov/eohhs/consumer/insurance/masshealth-apply/applications-and-member-forms.html>)

- Apply by phone or request an application by calling the toll-free line 1-800-841-2900.

## Meals on Wheels and Dining Centers

1-800-882-2003 (Toll-free line to sign up for meals)

[www.massresources.org/meals-on-wheels.html](http://www.massresources.org/meals-on-wheels.html)

Meals on Wheels refers to prepared nutritious meals that are delivered to homebound seniors age 60 or older and their spouses. Meals on Wheels drivers deliver a hot meal between 10 a.m. and 2 p.m. Monday through Friday. They also visit meal recipients, check on their well-being, and report any health or other problems they may observe during their visits. In some Meals on Wheels programs, specialty meals such as diabetic, kosher, or renal diet food are available. Dining Centers are places such as senior centers, housing for the elderly, and community centers where lunch is served on weekdays to seniors age 60 or older. At lunch, seniors can meet friends and enjoy other activities on a daily basis. Meals are free to those who cannot afford to pay. Seniors should go to the website listed above to find how to sign up for either of the two programs in their area.

## Medicare

1-800-633-4227 (Medicare Hotline)

1-800-772-1213 (Toll-free line for the Social Security Administration to apply for Medicare)

1-800-325-0778 (Toll-free TTY line for the Social Security Administration to apply for Medicare)

[www.massresources.org/medicare.html](http://www.massresources.org/medicare.html)

Medicare is a national health insurance program that provides basic protection but does not cover all medical expenses or most long-term care. Medicare offers the following four parts:

- Part A Hospital Insurance includes inpatient hospital care, skilled nursing care, and home health care.
- Part B Medical Insurance includes doctors' fees, medical tests, and outpatient care. Those who are eligible for Medicare receive Part A for free and pay a monthly premium plus deductibles and coinsurance for Part B. Together, Part A and Part B are known as Original Medicare.
- Part C refers to the Medicare Advantage plan, a type of Medicare health plan offered by a private company that contracts with Medicare to provide an individual with all his/her Part A and Part B coverage. In fact, Medicare Advantage Plans must cover all the services that Original Medicare covers except hospice care. Original Medicare covers hospice care even if the individual is in a Medicare Advantage Plan. **Note:** Individuals with permanent kidney failure are generally not eligible to join a Medicare Advantage Plan. **Note:** Individuals who have Part C may not legally buy a Medigap (supplemental insurance) policy, which covers some of the gaps in Medicare benefits. To buy a Medigap policy, a person must first dis-enroll from Part C (the Medicare Advantage Plan) and go back to Original Medicare.
- Part D is Medicare prescription drug coverage. Those with Part D usually pay one monthly premium for the medical coverage and prescription drug coverage that the plan provides.

### *Eligibility requirements:*

- Must be a resident of Massachusetts, a U.S. national, a citizen, or a qualified non-citizen
- Person must be, 65 or older; a certain category of person under 65 with a disability; person who has end-stage renal disease; or individual who is under 65, disabled, and the spouse of a person who worked in Medicare-covered employment

### *Application process:*

- People who meet the above eligibility requirements apply by calling the Social Security Administration at the third (last) number listed above.
- **Note:** People getting Social Security or Railroad Retirement benefits will automatically be

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enrolled in Medicare at age 65. Also, a people getting Social Security disability payments will automatically be enrolled after 24 months of disability

*Use of benefits:*

- After a person has applied and gained approval, s/he will be sent an enrollment package and Medicare card. The person must then decide the following: whether to keep Part B Medical Insurance, whether to buy Medigap supplemental insurance, which Medicare health plan to use, and whether to enroll in a Prescription Drug Plan. Make sure the person knows that s/he must show his Medicare card whenever he goes for health services. If he is ever denied benefits, then there is an appeal process. **Note:** A person will get a separate drug benefit card if he joins a Medicare drug plan.

**New England Center for Homeless Veterans (NECHV)**

(617) 371-1800 (Main office line for questions, concerns)

(617) 371-1701 (Line for Director of Community Affairs)

17 Court St.

Boston, MA 02108

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

The New England Center for Homeless Veterans offers programs and services designed to enable successful reintegration, meaningful employment, and independent living. A three-level Residential Program leads homeless veterans from crisis to self-sufficiency. In Level 1, veterans are assessed to determine whether there is a need for more intensive medical care. Working with the intake staff, vets are given immediate care as well as intensive counseling and services to prepare them for NECHV's reintegration program. In Level 2, the Transitional Housing Program, vets must be working or enrolled in a training or educational program. The focus is on financial management and the search for permanent housing. Level 3 offers single room occupancy permanent units to vets who have completed Level 2. With each level of the Residential Program, NECHV offers a range of supportive services: specialized counseling to address issues such as substance abuse, mental health, and PTSD; case management services; 24/7 emergency medical care; and a job placement program. The Pamela D. Donovan Memorial Residence for Women is a newly-renovated dormitory with 16 beds for women.

**One Care: MassHealth plus Medicare**

1-855-781-9898 (Toll-free information line; TTY: TRS 711)

- 1-866-610-2273 (Toll-free line for Commonwealth Care Alliance; TTY: TRS 711)  
Commonwealth Care Alliance  
30 Winter St.  
Boston, MA 02108

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

- 1-855-508-3390 (Toll-free customer service line for Fallon Total Care; TTY: TRS 711)  
Fallon Total Care  
100 North Parkway  
Worcester, MA 01605

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

- 1-855-393-3154 (Toll-free customer service line for Network Health)  
1-888-391-5535 (Toll-free TTY line for Network Health)  
Network Health

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

101 Station Landing, 4<sup>th</sup> Floor  
Medford, MA 02155

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

One Care: MassHealth plus Medicare is a relatively new health care option for dual eligible Massachusetts adults age 64 or younger who are eligible for both MassHealth and Medicare. One Care is an easier option for people with disabilities to get the full set of services provided by both MassHealth and Medicare, since the consumer will have one plan, one card, and one person to coordinate his/her care. There are three plans (listed above) from which to choose: Commonwealth Care Alliance, which serves Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, most of Plymouth, Suffolk, and Worcester counties; Fallon Total Care, available in Hampden, Hampshire, and Worcester counties; and Network Health, available in Suffolk and Worcester counties.

### **Patient Assistance Program (PAP)**

1-866-633-1617 (MassMedline MCPHS Pharmacy Outreach Program for answers to questions)

[www.needymeds.org](http://www.needymeds.org) (Nonprofit site that allows search for patient assistance by drug name)

[www.pparx.org](http://www.pparx.org) (Partnership for Prescription Assistance is an effort by drug companies, medical organizations, and government agencies to inform patients about PAPs; offers drugs for treating AIDS)

[www.rxassist.org](http://www.rxassist.org) (PAP information center run by Volunteers in Health Care; search for PAPs by drug name or by company name; provides contact info, eligibility requirements, and how to apply)

A Patient Assistance Program is a drug company program that provides free or low-cost prescription drugs to patients who cannot afford them. In most cases, eligibility for assistance depends on patients' meeting the following requirements: being a U.S. resident or citizen, having no prescription drug insurance that covers the medicines needed, and meeting patient assistance income limits set by the drug company for the particular medicine needed. To apply for a PAP, a patient must send an application to the company that makes the prescription drug that s/he needs. If the patient needs several drugs made by different manufacturers, the patient must apply to each drug company. Several nonprofit organizations have free PAP information websites (see above list of websites) to help find and apply for PAPs. On each website, the patient should check to see whether the needed prescription drugs are available from the PAPs, identify the drug manufacturers, screen for eligibility, and print applications and their instructions. Questions about PAPs may be answered by calling the above toll-free number for MassMedline MCPHS Pharmacy Outreach Program.

### **Project Bread**

1-800-645-8333 (Toll-free FoodSource Hotline; call M-F, 8 a.m. to 7 p.m. and Sat., 10 a.m.-2 p.m.)

1-800-377-1292 (Toll-free TTY FoodSource Hotline)

(617)723-5000 (Office line for information)

145 Border St.

Boston, MA 02128

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

[www.gettingsnap.org](http://www.gettingsnap.org) (*online resource to help answer questions and determine eligibility for SNAP*)

The FoodSource Hotline counselors at Project Bread refer callers to emergency food resources in their community as well as provide them with information about elder meal programs and the Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps. A counselor's goal is to help the caller find as many resources as possible to put food on the table. When relevant, the counselor also connects a caller with utility, fuel assistance, and MassHealth. All information is



strictly confidential, and the Hotline can provide information in 160 different languages by linking the caller with a translator, usually in 30 seconds. Project Bread provides people of all ages, cultures and walks in life with access to nutritious food.

### **THE RIDE Paratransit Service**

(617) 337-2727 (THE RIDE Eligibility Center line)

570 Rutherford Ave., 1<sup>st</sup> Floor

Boston (Charlestown), MA 02129

[http://www.mbta.com/riding\\_the\\_t/accessible\\_services/?id=7108](http://www.mbta.com/riding_the_t/accessible_services/?id=7108)

THE RIDE paratransit service provides door-to-door, shared-ride transportation to eligible people who cannot use fixed-route transit such as bus, subway, or trolley because of a physical, cognitive, or mental disability. THE RIDE is operated by the Massachusetts Bay Transportation Authority (MBTA) in compliance with the Americans with Disabilities Act (ADA). Under the ADA, paratransit functions as a safety net for people whose disabilities prevent them from using public transit. THE RIDE is different from medical or human services transportation in that the rider travels with other customers going in the same general direction. Accessible vans are used to serve persons with disabilities, including those who use wheelchairs and scooters. THE RIDE operates 365 days a year in 60 towns and cities in Massachusetts. The following steps describe the application process to access THE RIDE:

- Application or recertification: Appear in person at the above address for an interview with a Mobility Coordinator or call the Eligibility Center at the number above for an appointment.  
Note: The eligibility process is not a medical determination of a disability but rather a determination about the range of transportation options available. Free transportation to and from interview for applicants and up to one other person will be arranged by THE RIDE Eligibility Center; visitor parking is also available.
- Information to bring to interview: phone numbers (home, cell, work, emergency), street and mailing addresses, health care provider contact information (name, phone, fax), list of mobility devices used, including power and manual wheelchairs, scooters, walkers, canes, etc.
- Follow-up: Applicants receive written notification of the eligibility determination within 21 days of completing application process.

### **The Room to Breathe Initiative** (a program of the Massachusetts Coalition for the Homeless)

(781) 595-7570 (Office line of the Massachusetts Coalition for the Homeless)

15 Bubier St.

Lynn, MA 01901

[www.mahomeless.org/programs/room-to-breathe](http://www.mahomeless.org/programs/room-to-breathe)

The Room to Breathe Initiative offers help to low-income people living with chronic respiratory disease such as asthma, emphysema, and chronic obstructive pulmonary disease (COPD). By removing environmental triggers as a means to controlling respiratory attacks, the Initiative helps those living with respiratory disease to carry out ordinary daily tasks, go to work, and remain in their homes.

### **Senior Care Options (SCO)**

1-888-885-0484 (Toll-free line for information and enrollment)

1-888-821-5225 (Toll-free TTY line for information and enrollment)

<http://www.massresources.org/senior-care-options.html>

Senior Care Options is a partnership between MassHealth and Medicare that provides a complete

package of health care and social services to help low-income seniors stay healthy and able to live in their own homes. Enrollment is voluntary, and SCO is open to MassHealth members with or without Medicare. A team of health professionals develops a program of individualized care for each member of SCO. Members receive services from their plan's network of medical and other professionals, including a primary care doctor, nurses, specialists, and a geriatric support coordinator. Services include preventive care, emergency care, X-rays and lab tests, medical supplies and equipment, prescription drugs, mental health and substance abuse treatment, vision care and preventive and comprehensive dental care (includes fillings, crowns, dentures), rehabilitative therapy, nursing facility care if needed, community long-term care, hospitalization, transportation for services included in the member's health plan, geriatric support services, adult day care, 24-hour access to medical support including home visits as needed, home care services, family caregiver support, and, if the member has Medicare in addition to MassHealth, all the services covered by Medicare. **Note:** SCO plans combine benefits from various other plans a member may have into one plan with one health insurance card.

*Eligibility requirements:*

- Must be 65 or older
- Must be eligible for MassHealth Standard (do not have to have Medicare but are 65 or older and a U.S. citizen or an eligible non-citizen)
- Must live in the service area of an SCO
- Must not have end-stage renal disease
- Must agree to receive covered health services exclusively through his/her SCO plan

**Serving the Health Insurance Needs of Everyone (SHINE)**

1-800-243-4636 x3 (Toll-free line for scheduling an appointment with a SHINE counselor)

(617) 357-0226 (Line of Greater Boston Chinese Golden Age Center for Chinese-speaking individuals)

<http://www.mass.gov/elders/healthcare/shine/serving-the-health-information-needs-of-elders.html>

The SHINE program is a state health insurance assistance program that provides free health insurance information, counseling, and assistance to Massachusetts residents with Medicare and their caregivers. The program assists elders and individuals with disabilities in understanding their Medicare and MassHealth benefits and other health insurance options. SHINE counselors are available throughout the state at local Councils on Aging, senior centers, elder service agencies, hospitals, and other community-based agencies. These counselors are available to meet with individuals in person through one-on-one counseling, via telephone and email, and through public education presentations. To schedule an appointment with a SHINE counselor, dial the number listed above or contact the local Regional SHINE Program Office by going to [www.mass.gov/elders/docs/medicare-d/shine-by-town.pdf](http://www.mass.gov/elders/docs/medicare-d/shine-by-town.pdf)

**Veterans Inc.**

1-800-482-2565 (Toll-free line for information and to ask questions)

69 Grove St.

Worcester, MA 01605

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

Veterans Inc. is nationally recognized for its clinical model of treating homelessness among veterans. By offering peer support groups, substance abuse treatment, outreach services, and housing, Veterans Inc. strives to promote self-determination and independence among veterans from wars of any era. All veterans, whether female or male, physically or mentally disabled, or struggling with PTSD or substance abuse, are eligible for Veterans Inc.'s treatment plans, benefits counseling, transportation,

legal advice, and referrals. Employment and training specialists at Veterans Inc. offer career counseling, job training, and job placement services.

**Volunteers of America of Massachusetts, Inc.**

(617) 522-8086 (Main office line)

(617) 262-7142 (Contact line for information on Hello House for Men and Next Step Apartments)

(617) 471-6616 (Contact line for Hello House for Women)

(617) 447-3288 (Veteran's Employment Network Program line)

(617) 390-0239 (Mass. Bay Veterans Center)

441 Centre St. (Main office)

Jamaica Plain, MA 02130

<https://www.voamass.org>

Volunteers of America of Massachusetts provides programs for veterans, adults in recovery from drug and alcohol addiction, elders in need of housing and health services, those in need of mental health treatment, and offenders reentering the community. Hello House for Men and Hello House for Women are 3- to 6-month treatment programs designed to reintegrate residents into the community as sober, employed individuals committed to an ongoing recovery process. Individual and group counseling is utilized to engage residents in issues that support recovery. Next Step Apartments are housing alternatives for the graduates of both Hello Houses, where they can stay focused on their recovery, learn independent living skills, and find support from program staff and the other residents. The Veterans Employment Network Program for homeless vets offers case management, transitional housing, life skills coaching, and job counseling, training, and placement. The Mass. Bay Veterans Center in Somerville provides housing and the following services to formerly homeless vets: case management, employment assistance, mental health services, and individual and group counseling.

**Women Veterans' Network (WVN)**

(617) 210-5958

600 Washington St., 7<sup>th</sup> Floor

Boston, MA 02111

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

The Women Veterans' Network of the Dept. of Veterans' Services is the central resource for women veterans in Massachusetts. The WVN's biannual newsletter contains information on benefits, programs, and events for women veterans. The confidential Database of Women Veterans is an information bridge that connects Massachusetts' women veterans with various resources and benefits. They include a list of statewide housing programs that serve women veterans specifically, the Women's Integrated Treatment and Recovery Program for women veterans who have both Post-Traumatic Stress Disorder (PTSD) and Substance Use Disorder (SUD), and a list of national service organizations for women veterans, some of which have chapters in Massachusetts.

## **SOCIAL SERVICES**

### **Aging Services Access Points (ASAPs)**

1-800-243-4636 (Toll-free line to inquire about services)

1-800-872-0166 (TTY toll-free line to inquire about services)

<http://www.massresources.org/senior-agencies.html#asaps>

Aging Services Access Points are one-stop entry points for all the services and benefits available to seniors in Massachusetts. Some services are given to all seniors at no charge; other services are available only to those seniors who meet program eligibility requirements. ASAPs provide information and referrals to senior services, elder care advisors, protective services, elder-at-risk services to help seniors live safely/independently at home, case management, nutrition services, and on-line resources. ASAPs also manage the state-based Massachusetts Home Care Program and work with Area Agencies on Aging, or AAAs, to ensure that all seniors have access to all essential services. In Massachusetts, many senior agencies, such as those in Boston, are combined ASAPs/AAAs.

### **AIDS Action Committee of Massachusetts (AAC)**

1-800-235-2331 (Toll-free Hotline, Voice)

(617) 437-1672 (Hotline, TTY)

1-888-443-4372 (Toll-free Hepatitis Hotline)

(617) 437-6200 (Office line for information)

75 Amory St.

Boston, MA 02119

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

The AIDS Action Committee of Massachusetts is a nonprofit organization whose goal is to help improve the lives of Massachusetts residents already infected with HIV, and to prevent further HIV infections. AAC provides direct client services, prevention services, and advocacy. Direct client services include case management, counseling, nutrition, housing, peer support, legal services, and transportation assistance. AAC also maintains an on-line HIV Health Library. All services are free and confidential.

### **Alzheimer's Association**

1-800-272-3900 (Toll-free 24/7 Helpline for info/advice; translation services in 170+ languages)

(617) 868-6718 (Office line for information about other chapters in MA)

480 Pleasant St.

Watertown, MA 02472

[www.alz.org/manh](http://www.alz.org/manh)

The Alzheimer's Association aims to eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health. The Association runs support groups, connects people across the globe through on-line message boards, and provides caregivers with on-line resources and information through the Alzheimer's and Dementia Caregiver Center, which features sections on early-stage, middle-stage, and late-stage care-giving. The Alzheimer's Association TrialMatch is a free service that helps people find clinical studies and search opportunities, and the Alzheimer's Navigator is a free on-line tool that provides individuals with Alzheimer's and their caregivers with step-by-step guidance and customized action plans. As the largest non-profit funder of Alzheimer's research, the Association

is committed to accelerating progress of new treatments, preventions, and, ultimately, a cure.

### **Department of Veterans' Services of Massachusetts (DVS)**

1-888-844-2838 (Toll-free line)

(617) 210-5480 (Main line for information: SAVE Team)

600 Washington St., 7<sup>th</sup> Floor

Boston, MA 02111

<http://www.mass.gov/veterans/health-and-well-being/counseling/suicide-prevention-only/save.html>

<http://www.mass.gov/veterans/health-and-well-being/healthcare/how-to-enroll.html>

[www.MassVetsAdvisor.org](http://www.MassVetsAdvisor.org) (information on all MA vet benefits and organizations)

The Department of Veterans' Services of Massachusetts acts as a clearing house for information pertaining to veterans benefits and services, employment, education, housing, health and well-being, and issues related to women veterans. DVS offers several programs and resources of particular value to poor, despondent, or homeless veterans. They include the Statewide Advocacy for Veterans' Empowerment (SAVE). The SAVE program advocates for veterans who are unable to obtain the benefits they have earned due to institutional or personal barriers. The program's primary mission is prevention of suicide and mental health distress through the identification of issues facing vets when they return from service, followed by services that may address these issues and result in positive transitions back to civilian life. DVS collaborates with the U.S. Dept. of Veterans Affairs (VA) in the effort to end homelessness among veterans through a program known as Statewide Housing Advocacy Reintegration and Prevention (S.H.A.R.P.). Reintegration and prevention are achieved through peer support, mental health services, psychiatric evaluation and linkages to emergency shelter at a Veteran-centric facility while, at the same time, initiating processes for long-term remediation of the veteran's homelessness through enrollment in the HUD-Veterans Affairs Supportive Housing program. This HUD-VASH program combines the Housing Choice Voucher rental assistance for homeless vets with case management and clinical services. DVS also provides an easy-to-use website (above) called MassVetsAdvisor that strives to serve veterans living in Massachusetts as a bridge to the benefits that they have earned in defense of their country. MassVetsAdvisor is a collaboration among the Massachusetts Broadband Institute, the Massachusetts Dept. of Veterans' Services, the Red Sox Foundation, and the Massachusetts General Hospital Home Base Program. This website is a guide to anyone searching for benefits and programs for veterans. The data are comprehensive and currently provide search results from Massachusetts and Federal resources, listing only the benefits and services the veteran is qualified for, and, where available, an action plan to apply for the benefit. Users will be able to print, email, save, or forward the action plan to his or her Veterans Services Officer. By combining state and federal benefits as well as non-profit resources into one tailored on-line search, veterans have access to one-stop shopping for all their needs.

### **Disabled American Veterans (DAV)**

(617) 727-2974 (Main line for information)

State House, Room 546

Boston, MA 02133

<http://www.davma.org>

Disabled American Veterans provides free, professional assistance to veterans of all generations in helping them to obtain VA and other government benefits earned through service. DAV provides food and shelter for homeless veterans, while connecting them to medical care, benefits counseling, and

job training. DAV provides services at five VA medical centers in Massachusetts. For veterans who need help getting to and from medical appointments, DAV's transportation program provides free rides between veterans' homes and the VA medical centers. Through its Local Veterans Assistance Program (LVAP), DAV volunteers provide services to veterans in their own communities; these services include grocery shopping, yard work, and companionship.

### **Elder Abuse and Protective Services**

1-800-922-2275 (Toll-free 24/7 Elder Abuse Hotline to report elder abuse; V/TTY)

1-800-882-2003 (Toll-free line for contact information at the MA Dept. of Elder Affairs)

1-800-872-0166 (Toll-free TTY line for contact information at the MA Dept. of Elder Affairs)

1-866-778-0939 (Toll-free bilingual Massachusetts Senior Legal Helpline; open M-F: 9 a.m. to 1 p.m.)

(617) 727-7750 (Office line for Office of Elder Affairs)

Executive Office of Elder Affairs

One Ashburton Place, 5<sup>th</sup> Floor

Boston, MA 02108

[www.massresources.org/elder-protective-services.html](http://www.massresources.org/elder-protective-services.html)

Anyone age 60 or older is protected by elder abuse laws. The Executive Office of Elder Affairs administers a statewide system of 22 Protective Services (PS) agencies throughout Massachusetts. This Office must provide protective services to remedy or alleviate the abuse, which may be physical, sexual, emotional, or verbal. Other categories of abuse include financial exploitation, caretaker neglect, and self-abuse when an elder is neglecting self-care or putting him/herself at risk.

Massachusetts laws require the following professionals to report elder abuse: physicians, nurses, dentists, social workers, police and other emergency responders, elder outreach workers, and directors of home health agencies. A report of the abuse must be made right away by phone or other electronic device; a written report must be filed within 48 hours.

### **Elder Van Service**

1-800-243-4636 (Toll-free line to speak with an Elder Care expert for information)

<https://contactus.800ageinfo.com/FindAgency.aspx> (Find senior center that serves user's community)

Elder Van Service offers van transportation to Massachusetts seniors who register for the program in their communities. Elder Van Service is a curb-to-curb service, and the senior must call ahead of time to schedule a ride. In some areas, seniors may only use the service for trips to medical appointments; in other communities, the use of Elder Van Service is unrestricted, and seniors may use the service for banking, visiting, or any other purpose. Although fares vary by community, they are often approximately the cost of bus transportation.

- **Eligibility:** Senior must be at least 60 years old (age 65 in some communities) and a resident of the community in which s/he applies.
- **Application for Elder Van Service:** Senior should call his/her local senior center (locate by using the above website or by calling the toll-free number listed above). The senior will need to provide the following information: name, address, telephone number, age, and whether s/he uses a mobility aid such as a walker or wheelchair.
- **Scheduling a trip:** After application, the senior will be told what number to call to schedule a trip, which must be done ahead of time. At that time, the senior must provide the following information: name, date of trip, pick-up time, exact pick-up address, exact drop-off address, return trip time, and any special information about the trip or ability to travel.

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)



- Taking the trip: Elder Van Service will inform senior when to be ready for the trip. Generally, the van arrives within 15 minutes before the requested pickup time and 15 minutes after the requested return trip time.
- Requirements for the trip: Senior must meet van at the curb and allow the driver to help the senior board safely. Once on the van, senior must secure mobility device and make sure to wear the seat belt. There is no tipping and no eating, drinking, or smoking in the van.

### **Eliot Community Human Services**

1-800-988-1111 (Toll-free emergency line)

(781) 861-0890 (Office line for information about services, including mental health and homelessness)

(781) 388-6226 or (339) 223-4274 (Substance Abuse Director's line)

(781) 306-4860 (Batterer Intervention Coordinator's line) Social Services: advocacy,  
186 Bedford St.

Lexington, MA 02420

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

Eliot Community Human Services provides services for people of all ages in the majority of communities across Massachusetts. The Project for Assistance in Transition from Homelessness (PATH) provides mental health assessment, treatment, advocacy, benefit assistance, DMH referrals, and housing assistance to the adult homeless population. Outreach clinicians and shelter specialists provide services directly to homeless individuals residing in emergency shelters. Aggressive Street Outreach (ASO) serves the unsheltered homeless population by providing street-based outreach to individuals who live on the street and rarely or never use shelters. Staff offer food and blankets to build trust while engaging individuals to accept mental health services, benefit assistance, and housing support. ASO also provides rental subsidies and on-site case management services to chronically homeless individuals in need of both housing and stabilization services. Eliot provides integrated services to elders who present with both mental health and substance abuse issues.

### **Executive Office of Elder Affairs**

1-800-243-4636 (Toll-free nationwide Helpline)

1-800-872-0166 (Toll-free TTY Helpline)

1-800-922-2275 (Toll-free TDD Elder Abuse Hotline)

1-866-778-0939 (Toll-free Massachusetts Senior Legal Helpline)

(617) 727-7750 (Programs and Services line)

One Ashburton Place, 5<sup>th</sup> Floor

Boston, MA 02108

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

The Executive Office of Elder Affairs strives to promote the independence and well-being of elders and people needing medical and social supportive services. The information provided on the Executive Office of Elder Affairs website is designed to help elders and their case workers or caregivers answer questions about services and opportunities available to seniors in Massachusetts. This website is continually updated to provide news and updates about topics such as benefits, nutrition, utility bill assistance, and ways to avoid scams and identity theft.

### **GLBTQ Domestic Violence Project (GLBTQ-DVP)**

1-800-832-1901 (Toll-free 24-hour domestic violence Hotline)

(617) 779-2179 (Sexual assault Helpline)

(617) 779-2130 (Legal assistance line)

(617) 354-6056 (Office line for information)

955 Massachusetts Ave., PMB 131

Cambridge, MA 02139

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

GLBTQ Domestic Violence Project specializes in gay, lesbian, bisexual, transgender, and queer victims of domestic and sexual violence who are located in Southern New England, including Massachusetts. GLBTQ-DVP supports all victims and survivors regardless of gender identity/expression and/or sexual orientation. The fastest way to access domestic violence support is to call the Hotline at the number listed above (top). The Hotline provides immediate crisis counseling and safety planning. The Hotline also offers information about the services at GLBTQ-DVP, including court/medical accompaniment and help navigating social service systems. All services are free and confidential.

### **HUD-Veterans Affairs Supported Housing**

1-877-424-3838 (Toll-free line to contact for information about VASH housing)

1-800-482-2565 (Toll-free 24/7 line for any veteran in need of services)

Veterans Inc.

69 Grove St.

Worcester, MA 01605

[http://www.massvetsadvisor.org/details/10147/HUD-Veterans\\_Affairs\\_Supported\\_Housing](http://www.massvetsadvisor.org/details/10147/HUD-Veterans_Affairs_Supported_Housing)

The Housing and Urban Development-Veterans Affairs Supported Housing (HUD\_VASH) Program provides permanent housing and ongoing case management for eligible homeless male and female veterans who would not be able to live independently without the support of case management. This program allows eligible veterans to live in veteran-selected housing units with a "Housing Choice" voucher. These vouchers are portable to support the veteran's choice of housing in communities served by their VA medical facility where case management services can be provided. HUD-VASH services include outreach and case management to ensure integration of services and continuity of care. Eligibility requires that candidates be VA health care eligible veterans and meet the definition of homelessness defined in The McKinney Homeless Assistance Act. Veterans with the most vulnerability (in need of case management services because of serious mental illness, substance use disorder history, or physical disability) are excellent candidates for this program. To apply for HUD-VASH, veterans should contact their local VA Homeless Program (see phone line and address above) or obtain a referral from a case manager in another VA program.

### **Institute for Health and Recovery, Inc. (IHR)**

(617) 661-3991 (Main office line)

(617) 661-9051 (TTY line)

349 Broadway

Cambridge, MA 02139

<http://www.healthrecovery.org>

The Institute for Health and Recovery offers a continuum of care for individuals who are affected by the use and abuse of alcohol and other substances. To this end, IHR provides residential substance use

treatment, prevention services that include community-based HIV and substance use education, case management for HIV+ individuals, and outpatient behavioral health treatment and care coordination. Staff integrate gender-specific, trauma-informed models of prevention, intervention, and treatment.

### **Justice Resource Institute (JRI)**

(617) 457-8150 (Office line for information)

25 West St., #500

Boston, MA 02111

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

The Justice Resource Institute offers a broad range of specialized services and programs throughout Massachusetts, Rhode Island, and Connecticut. JRI serves clients in both residential settings and in outpatient or community-based settings. JRI's Behavioral Health Centers and Trauma Services develop intervention methods to meet the needs of adults dealing with a range of behavioral health conditions. The Developing Abilities program provides opportunities for adults with developmental needs to live on their own or in staffed homes, where they can grow through job training, supported employment, or therapeutic day supports. JRI Health Services provides support services to help people living with HIV/AIDS achieve the best possible health outcomes and self-sufficiency. Health Services offers case management, housing search and advocacy, legal services, and home-based support. For homeless individuals and those in need a rental subsidy is available.

### **Massachusetts Association of Councils on Aging (MCOA)**

(413) 527-6425 (Office line for information)

116 Pleasant St., Room 306

Easthampton, MA 01027

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

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The Massachusetts Association of Councils on Aging is a membership organization comprised of municipal Councils on Aging. The mission of the MCOA is to support the independence of adults 60 and older by advocating for programs and services to meet their needs and to promote the growth and quality of Councils on Aging and senior centers around the Commonwealth. The MCOA strives to improve the quality of services provided to older adults through COAs, senior centers, and other social services providers. In addition, the MCOA encourages and promotes the development of new senior centers in Massachusetts and the expansion of existing ones.

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

1-800-392-6100 (Toll-free Customer Support Service line)

(617) 222-3100 (Customer Support Service line)

(617) 222-5146 (TTY Customer Support Service line)

(617) 222-2828 (Hotline for accessibility on elevator or escalator)

10 Park Plaza, Suite 3910

Boston, MA 02116

<http://www.massresources.org/transportation.html>

[www.massdot.state.ma.us/Transit](http://www.massdot.state.ma.us/Transit) (The MA Dept. of Transportation, Rail & Transit Division: schedules)

[www.mbta.com](http://www.mbta.com) (MA Bay Transportation Authority: fares, schedules, maps, info for seniors/disabled)

[www.commute.com](http://www.commute.com) (MassRIDES: transit options for commuters/travelers throughout MA, including

public transportation, carpooling, van pooling, bicycling; commuter information, including list of park-and-ride lots, commuter buses/boats, and cost comparison)

The Massachusetts Bay Transportation Authority (MBTA) and the Regional Transit Authorities (RTAs) are in charge of public transportation in Massachusetts. Public transportation includes subways, the fixed route bus system, and paratransit van service in cities and towns throughout the state. Seniors and people with disabilities are eligible for reduced-cost transportation and other special services. In some cases, MassHealth and other benefit programs pay transportation costs for medical appointments or jobs. Both paratransit service and elder van service are special curb-to-curb van services that are available for people who cannot use the subway or the local fixed route bus system because of a disability. Van service is also available to seniors for medical appointments and other transportation needs. The cost to take a subway or bus depends on where the elder lives and how far s/he goes on a particular mode of transportation.

### **MCPHS Pharmacy Outreach & Drug Information Programs**

1-866-633-1617 (Toll-free Pharmacy Outreach Program Helpline)

(617) 732-2759 (Drug information and natural products information inquiry line)

(617) 879-5936 (Global Drug Information Hotline for travelers)

<http://www.massresources.org/massmedline.html>

The Massachusetts College of Pharmacy and Health Services (MCPHS) offers several free services to all Massachusetts residents. The first, called the MCPHS Pharmacy Outreach Program, formerly called MassMedLine, is a free prescription drug information and referral service. The Pharmacy Outreach Program offers medication counseling, prescription drug plan referrals, and other prescription drug assistance. Another program, The Center for Drug Information & Natural Products, answers questions from consumers and professionals about drugs and natural products such as product interactions, adverse effects, safety of use, and product identification. The MCPHS Global Drug Information Service helps travelers abroad to answer questions about prescription and non-prescription drugs in other countries. To receive the aforementioned free information, go to the above website or call the phone lines that are listed above.

### **Meals on Wheels and Dining Centers**

1-800-882-2003 (Toll-free line to sign up for meals)

[www.massresources.org/meals-on-wheels.html](http://www.massresources.org/meals-on-wheels.html)

Meals on Wheels refers to prepared nutritious meals that are delivered to homebound seniors age 60 or older and their spouses. Meals on Wheels drivers deliver a hot meal between 10 a.m. and 2 p.m. Monday through Friday. They also visit meal recipients, check on their well-being, and report any health or other problems they may observe during their visits. In some Meals on Wheels programs, specialty meals such as diabetic, kosher, or renal diet food are available. Dining Centers are places such as senior centers, housing for the elderly, and community centers where lunch is served on weekdays to seniors age 60 or older. At lunch, seniors can meet friends and enjoy other activities on a daily basis. Meals are free to those who cannot afford to pay. Seniors should go to the website listed above to find how to sign up for either of the two programs in their area.

### **New England Center for Homeless Veterans (NECHV)**

(617) 371-1800 (Main office line for questions, concerns)

(617) 371-1701 (Line for Director of Community Affairs)

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

17 Court St.  
 Boston, MA 02108  
[www.nechv.org](http://www.nechv.org)

The New England Center for Homeless Veterans offers programs and services designed to enable successful reintegration, meaningful employment, and independent living. A three-level Residential Program leads homeless veterans from crisis to self-sufficiency. In Level 1, veterans are assessed to determine whether there is a need for more intensive medical care. Working with the intake staff, vets are given immediate care as well as intensive counseling and services to prepare them for NECHV's reintegration program. In Level 2, the Transitional Housing Program, vets must be working or enrolled in a training or educational program. The focus is on financial management and the search for permanent housing. Level 3 offers single room occupancy permanent units to vets who have completed Level 2. With each level of the Residential Program, NECHV offers a range of supportive services: specialized counseling to address issues such as substance abuse, mental health, and PTSD; case management services; 24/7 emergency medical care; and a job placement program. The Pamela D. Donovan Memorial Residence for Women is a newly-renovated dormitory with 16 beds for women.

### **New England Prison Ministries**

(978) 458-1721  
 P.O. Box 1785  
 Lowell, MA 01853  
 No website

New England Prison Ministries help released prisoners stay out of jail by helping them find a safe place to live, assisting them in finding employment, and providing a structured program for encouragement and transformation. The program includes encouragement to follow a Christian lifestyle. Each month, New England Prison Ministries offers an email newsletter on request.

### **One Care: MassHealth plus Medicare**

1-855-781-9898 (Toll-free line for information; TTY: TRS 711)

- 1-866-610-2273 (Toll-free line for Commonwealth Care Alliance; TTY: TRS 711)

Commonwealth Care Alliance  
 30 Winter St.

Boston, MA 02108

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

- 1-855-508-3390 (Toll-free customer service line for Fallon Total Care; TTY: TRS 711)

Fallon Total Care

100 North Parkway

Worcester, MA 01605

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

- 1-855-393-3154 (Toll-free customer service line for Network Health)
- 1-888-391-5535 (Toll-free TTY line for Network Health)

Network Health

101 Station Landing, 4<sup>th</sup> Floor

Medford, MA 02155

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

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

One Care: MassHealth plus Medicare is a relatively new health care option for dual eligible Massachusetts adults age 64 or younger who are eligible for both MassHealth and Medicare. One Care is an easier option for people with disabilities to get the full set of services provided by both MassHealth and Medicare, since the consumer will have one plan, one card, and one person to coordinate his/her care. There are three plans (listed above) from which to choose: Commonwealth Care Alliance, which serves Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, most of Plymouth, Suffolk, and Worcester counties; Fallon Total Care, available in Hampden, Hampshire, and Worcester counties; and Network Health, available in Suffolk and Worcester counties.

### **THE RIDE Paratransit Service**

(617) 337-2727 (THE RIDE Eligibility Center line)

570 Rutherford Ave., 1<sup>st</sup> Floor

Boston (Charlestown), MA 02129

[http://www.mbta.com/riding\\_the\\_t/accessible\\_services/?id=7108](http://www.mbta.com/riding_the_t/accessible_services/?id=7108)

THE RIDE paratransit service provides door-to-door, shared-ride transportation to eligible people who cannot use fixed-route transit such as bus, subway, or trolley because of a physical, cognitive, or mental disability. THE RIDE is operated by the Massachusetts Bay Transportation Authority (MBTA) in compliance with the Americans with Disabilities Act (ADA). Under the ADA, paratransit functions as a safety net for people whose disabilities prevent them from using public transit. THE RIDE is different from medical or human services transportation in that the rider travels with other customers going in the same general direction. Accessible vans are used to serve persons with disabilities, including those who use wheelchairs and scooters. THE RIDE operates 365 days a year in 60 towns and cities in Massachusetts. The following steps describe the application process to access THE RIDE:

- Application or recertification: Appear in person at the above address for an interview with a Mobility Coordinator or call the Eligibility Center at the number above for an appointment. Note: The eligibility process is not a medical determination of a disability but rather a determination about the range of transportation options available. Free transportation to and from interview for applicants and up to one other person will be arranged by THE RIDE Eligibility Center; visitor parking is also available.
- Information to bring to interview: phone numbers (home, cell, work, emergency), street and mailing addresses, health care provider contact information (name, phone, fax), list of mobility devices used, including power and manual wheelchairs, scooters, walkers, canes, etc.
- Follow-up: Applicants receive written notification of the eligibility determination within 21 days of completing application process.

### **Serving the Health Insurance Needs of Everyone (SHINE)**

1-800-243-4636 x3 (Toll-free line for scheduling an appointment with a SHINE counselor)

(617) 357-0226 (Line of Greater Boston Chinese Golden Age Center for Chinese-speaking individuals)

<http://www.mass.gov/elders/healthcare/shine/serving-the-health-information-needs-of-elders.html>

The SHINE program is a state health insurance assistance program that provides free health insurance information, counseling, and assistance to Massachusetts residents with Medicare and their caregivers. The program assists elders and individuals with disabilities in understanding their Medicare and MassHealth benefits and other health insurance options. SHINE counselors are available throughout the state at local Councils on Aging, senior centers, elder service agencies, hospitals, and

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)



other community-based agencies. These counselors are available to meet with individuals in person through one-on-one counseling, via telephone and email, and through public education presentations. To schedule an appointment with a SHINE counselor, dial the number listed above or contact the local Regional SHINE Program Office by going to [www.mass.gov/elders/docs/medicare-d/shine-by-town.pdf](http://www.mass.gov/elders/docs/medicare-d/shine-by-town.pdf)

### **Social Security Benefits**

1-800-772-1213 (Toll-free Social Security line for information)

1-800-325-0778 (Toll-free TTY line for information about Social Security)

O'Neill Federal Bldg.

10 Causeway St., Room 148

Boston, MA 02222

<http://www.ssa.gov/boston/MA.htm>

The Social Security Administration, or SSA, is a U.S. government agency created in 1935 to assist people living in retirement. The Social Security program of benefits is based on contributions that workers make into the system. While people are employed, they pay into Social Security. When they retire, they receive their benefits. Contributions that workers make take the form of the Federal Insurance Contributions Act (FICA). These contributions in the form of FICA taxes are withheld from most paychecks. FICA taxes are then used to support Social Security. In Massachusetts, there are 30 Social Security Field Offices, one of which, in Boston, is listed above. There are also two Disability Determination Services, one at 110 Chauncey Street in Boston and the other at 340 Main Street in Worcester. Supplemental Security Income, or SSI, is a U.S. government program that provides stipends to low-income people who are either 65 (or older), blind, or disabled and have a limited income, limited resources, and are U.S. citizens or nationals. Social Security Disability Insurance, or SSDI, is a U.S. government program that provides stipends to anyone over age 18 who has a medically determinable physical or mental impairment that results in the inability to do any substantial gainful activity and that can be expected to result in death or that has lasted for a continuous period of no fewer than 12 months. A person may apply on-line for retirement benefits by going to the following website: <http://www.ssa.gov/retirement/about.htm>

### **Veterans Inc.**

1-800-482-2565 (Toll-free line for information and to ask questions)

69 Grove St.

Worcester, MA 01605

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

Veterans Inc. is nationally recognized for its clinical model of treating homelessness among veterans. By offering peer support groups, substance abuse treatment, outreach services, and housing, Veterans Inc. strives to promote self-determination and independence among veterans from wars of any era. All veterans, whether female or male, physically or mentally disabled, or struggling with PTSD or substance abuse, are eligible for Veterans Inc.'s treatment plans, benefits counseling, transportation, legal advice, and referrals. Employment and training specialists at Veterans Inc. offer career counseling, job training, and job placement services.

### **Volunteers of America of Massachusetts, Inc.**

(617) 522-8086 (Main office line)

(617) 262-7142 (Contact line for information on Hello House for Men and Next Step Apartments)

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

(617) 471-6616 (Contact line for Hello House for Women)  
 (617) 447-3288 (Veteran's Employment Network Program line)  
 (617) 390-0239 (Mass. Bay Veterans Center)  
 441 Centre St. (Main office)  
 Jamaica Plain, MA 02130

<https://www.voamass.org>

Volunteers of America of Massachusetts provides programs for veterans, adults in recovery from drug and alcohol addiction, elders in need of housing and health services, those in need of mental health treatment, and offenders reentering the community. Hello House for Men and Hello House for Women are 3- to 6-month treatment programs designed to reintegrate residents into the community as sober, employed individuals committed to an ongoing recovery process. Individual and group counseling is utilized to engage residents in issues that support recovery. Next Step Apartments are housing alternatives for the graduates of both Hello Houses, where they can stay focused on their recovery, learn independent living skills, and find support from program staff and the other residents. The Veterans Employment Network Program for homeless vets offers case management, transitional housing, life skills coaching, and job counseling, training, and placement. The Mass. Bay Veterans Center in Somerville provides housing and the following services to formerly homeless vets: case management, employment assistance, mental health services, and individual and group counseling.

### **Women Veterans' Network (WVN)**

(617) 210-5958  
 600 Washington St., 7<sup>th</sup> Floor  
 Boston, MA 02111

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

The Women Veterans' Network of the Dept. of Veterans' Services is the central resource for women veterans in Massachusetts. The WVN's biannual newsletter contains information on benefits, programs, and events for women veterans. The confidential Database of Women Veterans is an information bridge that connects Massachusetts' women veterans with various resources and benefits. They include a list of statewide housing programs that serve women veterans specifically, the Women's Integrated Treatment and Recovery Program for women veterans who have both Post-Traumatic Stress Disorder (PTSD) and Substance Use Disorder (SUD), and a list of national service organizations for women veterans, some of which have chapters in Massachusetts.

## **EDUCATION**

### **Aging Services Access Points (ASAPs)**

1-800-243-4636 (Toll-free line to inquire about services)

1-800-872-0166 (TTY toll-free line to inquire about services)

<http://www.massresources.org/senior-agencies.html#asaps>

Aging Services Access Points are one-stop entry points for all the services and benefits available to seniors in Massachusetts. Some services are given to all seniors at no charge; other services are available only to those seniors who meet program eligibility requirements. ASAPs provide information and referrals to senior services, elder care advisors, protective services, elder-at-risk services to help seniors live safely/independently at home, case management, nutrition services, and on-line resources. ASAPs also manage the state-based Massachusetts Home Care Program and work with Area Agencies on Aging, or AAAs, to ensure that all seniors have access to all essential services. In Massachusetts, many senior agencies, such as those in Boston, are combined ASAPs/AAAs.

### **AIDS Action Committee of Massachusetts (AAC)**

1-800-235-2331 (Toll-free Hotline, Voice)

(617) 437-1672 (Hotline, TTY)

1-888-443-4372 (Toll-free Hepatitis Hotline)

(617) 437-6200 (Office line for information)

75 Amory St.

Boston, MA 02119

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

The AIDS Action Committee of Massachusetts is a nonprofit organization whose goal is to improve the lives of Massachusetts residents already infected with HIV, and to prevent further HIV infections. AAC provides direct client services, prevention services, and advocacy. Direct client services include case management, counseling, nutrition, housing, peer support, legal services, and transportation assistance. AAC also maintains an on-line HIV health library. All services are free and confidential.

### **Alzheimer's Association**

1-800-272-3900 (Toll-free 24/7 Helpline for info/ advice; translation services in 170+ languages)

*Social Services: support groups*

(617) 868-6718 (Office line for information about other chapters in MA)

480 Pleasant St.

Watertown, MA 02472

[www.alz.org/manh](http://www.alz.org/manh)

The Alzheimer's Association aims to eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health. The Association runs support groups, connects people across the globe through on-line message boards, and provides caregivers with on-line resources and information through the Alzheimer's and Dementia Caregiver Center, which features sections on early-stage, middle-stage, and late-stage care-giving. The Alzheimer's Association TrialMatch is a free service that helps people find clinical studies and search opportunities, and the Alzheimer's Navigator is a free on-line tool that provides individuals with Alzheimer's and their caregivers with step-by-step guidance and customized action plans. As the largest non-profit funder of Alzheimer's research, the Association

is committed to accelerating progress of new treatments, preventions, and, ultimately, a cure.

### **Disabled American Veterans (DAV)**

(617) 727-2974 (Main line for information)

State House, Room 546

Boston, MA 02133

<http://www.davma.org>

Disabled American Veterans provides free, professional assistance to veterans of all generations in helping them to obtain VA and other government benefits earned through service. DAV provides food and shelter for homeless veterans, while connecting them to medical care, benefits counseling, and job training. DAV provides services at five VA medical centers in Massachusetts. For veterans who need help getting to and from medical appointments, DAV's transportation program provides free rides between veterans' homes and the VA medical centers. Through its Local Veterans Assistance Program (LVAP), DAV volunteers provide services to veterans in their own communities; these services include grocery shopping, yard work, and companionship.

### **Executive Office of Elder Affairs**

1-800-243-4636 (Toll-free nationwide Helpline)

1-800-872-0166 (Toll-free TTY Helpline)

1-800-922-2275 (Toll-free TDD Elder Abuse Hotline)

1-866-778-0939 (Toll-free Massachusetts Senior Legal Helpline)

(617) 727-7750 (Programs and Services line)

One Ashburton Place, 5<sup>th</sup> Floor

Boston, MA 02108

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

The Executive Office of Elder Affairs strives to promote the independence and well-being of elders and people needing medical and social supportive services. The information provided on the Executive Office of Elder Affairs website is designed to help elders and their case workers or caregivers answer questions about services and opportunities available to seniors in Massachusetts. This website is continually updated to provide news and updates about topics such as benefits, nutrition, utility bill assistance, and ways to avoid scams and identity theft.

### **Goodwill Industries Ex-Offender Program**

(617) 445-1010 (General line for Goodwill Industries; ask for an employment specialist)

(617) 541-1400 x480 (Line for Job Seeker Services, Boston Career Link)

1010 Harrison Ave.

Boston, MA 02119

[www.goodwill.org/find-jobs-and-services/find-a-job](http://www.goodwill.org/find-jobs-and-services/find-a-job)

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

Various local Goodwill agencies in Massachusetts help ex-offenders by offering workforce training, mentoring, housing assistance, substance abuse treatment, and other programs. An ex-offender also can build pre-release work skills and obtain the necessary documentation to start his/her job search before being released.

### **Hospice and Palliative Care Federation of Massachusetts (HPCFM)**

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

1-800-962-2973 (Toll-free line for technical support)  
 (781) 255-7077 (Office line for information)  
 1420 Providence Hwy., Suite 277  
 Norwood, MA 02062

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

The Hospice and Palliative Care Federation of MA is a non-profit organization that strives to advance and promote excellence in end-of-life care. The HPCFM serves patients with a terminal illness resulting in a life expectancy of six months or less, as determined by the patient's physician, who will continue to care for that patient, along with the hospice team. HPCFM's palliative, or comfort, care focuses on controlling symptoms and managing pain rather than on attempting to cure the patient. The HPCFM offers a number of resources, including a searchable listing of hospices (Hospice Locator), bereavement support, and on-line links to hospice services and readings. While the HPCFM takes insurance, it also offers a sliding-fee scale or charitable basis for those who have insufficient insurance.

### **Institute for Health and Recovery, Inc. (IHR)**

(617) 661-3991 (Main office line)  
 (617) 661-9051 (TTY line)  
 349 Broadway  
 Cambridge, MA 02139

<http://www.healthrecovery.org>

The Institute for Health and Recovery offers a continuum of care for individuals who are affected by the use and abuse of alcohol and other substances. To this end, IHR provides residential substance use treatment, prevention services that include community-based HIV and substance use education, case management for HIV+ individuals, and outpatient behavioral health treatment and care coordination. Staff integrate gender-specific, trauma-informed models of prevention, intervention, and treatment.

### **Justice Resource Institute (JRI)**

(617) 457-8150 (Office line for information)  
 25 West St., #500  
 Boston, MA 02111

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

The Justice Resource Institute offers a broad range of specialized services and programs throughout Massachusetts, Rhode Island, and Connecticut. JRI serves clients in both residential settings and in outpatient or community-based settings. JRI's Behavioral Health Centers and Trauma Services develop intervention methods to meet the needs of adults dealing with a range of behavioral health conditions. The Developing Abilities program provides opportunities for adults with developmental needs to live on their own or in staffed homes, where they can grow through job training, supported employment, or therapeutic day supports. JRI Health Services provides support services to help people living with HIV/AIDS achieve the best possible health outcomes and self-sufficiency. Health Services offers case management, housing search and advocacy, legal services, and home-based support. For homeless individuals and those in need a rental subsidy is available.

### **Massachusetts Association of Councils on Aging (MCOA)**

(413) 527-6425 (Office line for information)  
 116 Pleasant St., Room 306

Easthampton, MA 01027

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

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The Massachusetts Association of Councils on Aging is a membership organization comprised of municipal Councils on Aging. The mission of the MCOA is to support the independence of adults 60 and older by advocating for programs and services to meet their needs and to promote the growth and quality of Councils on Aging and senior centers around the Commonwealth. The MCOA strives to improve the quality of services provided to older adults through COAs, senior centers, and other social services providers. In addition, the MCOA encourages and promotes the development of new senior centers in Massachusetts and the expansion of existing ones.

### **Mass Home Care Association**

1-800-243-4636 (Toll-free line for one-stop shopping for elder care)

(978) 502-3794 (Main office line)

26 Crosby Dr.

Bedford, MA 01730

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

[Info@masshomecare.org](mailto:Info@masshomecare.org) (listing of member agencies and the cities and towns they serve)

The Mass Home Care Association is a network of 30 non-profit "Age Info Centers" covering every city and town in Massachusetts. In addition to providing access to any of the member agencies, Mass Home Care offers breaking news affecting seniors and a monthly on-line Q&A that answers queries about scams against the elderly, benefits, end-of-life care, SNAP (food stamps), and health issues.

### **New England Center for Homeless Veterans (NECHV)**

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17 Court St.

Boston, MA 02108

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Lowell, MA 01853

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**Veterans Inc.**

1-800-482-2565 (Toll-free line for information and to ask questions)

69 Grove St.

Worcester, MA 01605

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

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**Volunteers of America of Massachusetts, Inc.**

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(617) 262-7142 (Contact line for information on Hello House for Men and Next Step Apartments)

(617) 471-6616 (Contact line for Hello House for Women)

(617) 447-3288 (Veteran's Employment Network Program line)

(617) 390-0239 (Mass. Bay Veterans Center)

441 Centre St. (Main office)

Jamaica Plain, MA 02130

<https://www.voamass.org>

Volunteers of America of Massachusetts provides programs for veterans, adults in recovery from drug and alcohol addiction, elders in need of housing and health services, those in need of mental health treatment, and offenders reentering the community. Hello House for Men and Hello House for Women are 3- to 6-month treatment programs designed to reintegrate residents into the community as sober, employed individuals committed to an ongoing recovery process. Individual and group counseling is utilized to engage residents in issues that support recovery. Next Step Apartments are housing alternatives for the graduates of both Hello Houses, where they can stay focused on their recovery, learn independent living skills, and find support from program staff and the other residents. The Veterans Employment Network Program for homeless vets offers case management, transitional housing, life skills coaching, and job counseling, training, and placement. The Mass. Bay Veterans Center in Somerville provides housing and the following services to formerly homeless vets: case management, employment assistance, mental health services, and individual and group counseling.

## **REGIONAL RESOURCES**

### **HOUSING: CENTRAL MASSACHUSETTS**

#### **AIDS Project Worcester, Inc. (APW)**

(508) 755-3773 (Office line for information)

85 Green St.

Worcester, MA 01604

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

AIDS Project Worcester provides a range of services to support the medical care and other needs of persons living with HIV/AIDS and those at greatest risk for the disease throughout the Central MA region. Services are offered in English, Spanish, and ASL and are available in a person's home, in the hospital, in detox/substance abuse treatment programs, and in shelters. There are two integrated areas of service provision: Client Services and Prevention Services. Client Services include positive prevention services, case management, housing assistance, transportation, emergency assistance, nutritional services, legal assistance (civil), peer support services, mental health, and substance abuse counseling. Prevention Services include HIV counseling/testing, support groups, HIV and STI prevention information, medical adherence programs, outreach services, harm and risk reduction services, education, and emotional support services. The Women of Multiple Ethnicities Network (W.O.M.E.N.) Health Project provides the following services and supports: information about sexual violence and risk of HIV infection, encouragement to be tested for HIV, weekly support groups, individual screening, referrals, and prevention planning counseling.

#### **BayPath Elder Services**

1-800-287-7284 (Toll-free line for information)

(508) 573-7200 (Office line for information)

33 Boston Post Road West

Marlborough, MA 01752

<http://www.baypath.org>

BayPath Elder Services is an Aging Services Access Point and an Area Agency on Aging. BayPath serves the areas of Ashland, Dover, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Natick, Northborough, Sherborn, Southborough, Sudbury, Wayland, and Westborough. BayPath offers a variety of services, including abuse and protection services, adult day health, adult foster care, behavioral health services, computer training, congregate meals, chronic disease self-management programs, grocery shopping and delivery, home delivered meals, health education, money management, nutrition counseling and nutritional assessment, fitness, home repair, recreation, referral for specialized housing, and transportation.

#### **The Bridge House of New England Aftercare Ministries**

(508) 872-6194 (Main office line with extensions given for Admissions and for House Manager's office)

1-800-276-5578 (Toll-free line to New England Aftercare Ministries)

18-20 Summit St.

Framingham, MA -1702

[www.newenglandaftercareministries.wordpress.com](http://www.newenglandaftercareministries.wordpress.com)

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

The Bridge House of New England Aftercare Ministries is a faith-based recovery home for male criminal justice clients and men with substance abuse problems. The program at the Bridge House provides individual treatment planning, along with counseling, to support the spiritual, physical, social, and intellectual health of each person in recovery. Participating in the new Treatment Model, the men in the Bridge House program come to feel that they have a stake in their own recovery.

**Central Massachusetts Agency on Aging, Inc.**

1-800-244-3032 (Toll-free V/TDD line for information)

(508) 852-5539 (V/TDD line or information and referral)

360 West Boylston St.

West Boylston, MA 01583

<http://SeniorConnection.org>

The Central Massachusetts Agency on Aging, Inc. is an Area Agency on Aging that provides service to the communities of Ashburnham, Ashby, Auburn, Ayer, Barre, Bellingham, Berlin, Blackstone, Bolton, Boylston, Brookfield, Charlton, Clinton, Douglas, Dudley, East Brookfield, Fitchburg, Franklin, Gardner, Grafton, Groton, Hardwick, Holden, Hopedale, Hubbardston, Lancaster, Leominster, Lunenburg, Medway, Mendon, Milford, Millbury, Millville, New Braintree, North Brookfield, Northbridge, Oakham, Oxford, Paxton, Pepperell, Princeton, Rutland, Shirley, Shrewsbury, Southbridge, Spencer, Sterling, Sturbridge, Sutton, Templeton, Townsend, Upton, Uxbridge, Warren, Webster, West Boylston, West Brookfield, Westborough, Westminster, Winchendon, and Worcester. The Agency on Aging strives to enhance the quality of life for people age 60 and older by providing resources, coordination of services, and advocacy. It offers its clients a lending library, options counseling, on-line articles of medical interest such as the use of exercise to manage stress and ways to manage the pain of a chronic disease, and the LGBT Elder Network, or WLEN in Worcester. The WLEN is a network of LGBT individuals and their friends and allies, as well as providers and administrators of aging services and long-term care professionals. Regular events include a monthly social for LGBT people age 50+ and the Rainbow Lunch Club for people age 60 and older.

**Community Healthlink, Inc. (CHL)**

(508) 860-1000 (Office line)

72 Jacques Ave. (Office)

162 Chanler St. (Homeless Outreach & Advocacy Program's primary care clinic)

Worcester, MA 01610

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

Community Healthlink strives to promote the physical and mental health of adults experiencing mental illness, addiction, or homelessness. The Homeless Outreach & Advocacy Project (HOAP) links the region's homeless to mental health screenings, counseling, and medicines. Case Management staff help clients enroll in health insurance programs, access health care and social security benefits, and resolve other benefits issues. HOAP also offers two transitional housing programs for chronically homeless adults: Safe Haven, where clients with dually diagnosed mental illness and substance abuse issues are assisted in obtaining medical, psychological, and financial stability, and Oasis House, which treats and houses clients with severe and persistent mental illness for up to two years. CHL's Geriatric Mental Health program offers the following benefits to elders: recognizing signs/symptoms of mental illness, accessing needed treatment, and providing mental health services for homebound elders.

**Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for Councils on Aging that appear below represent only two of the COAs in the Central Massachusetts region. Either of those listed can direct the user to other COAs in the region.

**Framingham Council on Aging**

(508) 532-5980 (Office line for information)

535 Union Ave.

Framingham, MA 01702

**Worcester HHS/Division of Elder Affairs**

(508) 799-1232 (Office line for information)

128 Providence St.

Worcester, MA 01604

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, the Keep Moving walking clubs, recreation, computer access and computer classes, and lifelong learning classes. Under the administration of the MA Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, and volunteer opportunities.

**Dismas House**

(508) 799-9389 (Office line)

(508) 882-0000 (Dismas Family Farm line)

P.O. Box 30125 (Mailing address)

30 Richards St.

Worcester, MA 01603

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

Dismas House provides transitional housing and services to former prisoners who live and work as a family, helping each other make progress towards the goal of reintegration into society. The following rules help to make reconciliation a reality at Dismas: no violence, drugs, or alcohol; attendance at dinners; and participation in chores, house meetings, and other Dismas-related activities. The Dismas Family Farm is a rehabilitative and vocational reentry model on a working farm in Oakham, MA. This farm is self-supporting and produces crops, animals, and finished wood products. The Farm's residents are former prisoners who maintain the farmhouse and receive training in crop production, animal husbandry, production of finished farm goods, and marketing strategies. In return, residents are expected to work for the farm or to be employed full-time. For graduates of Dismas House, a permanent housing program offers affordable apartments at the Father Brooks House.

**Elder Services of Worcester Area, Inc. (ESWA)**

1-800-243-5111 (Toll-free line for information)

(508) 756-1545 (Main line for information and referrals)

(508) 852-3205 (Line for information Protective Services and Nutrition Program)

(774) 312-7291 (TTY line)

67 Millbrook St., Suite 100

Worcester, MA 01606

<http://www.eswa.org>

Elder Services of Worcester Area, Inc. is an Aging Services Access Point for elders over age 60 and younger disabled individuals who are frail. ESWA serves the following areas: Auburn, Barre, Boylston, Grafton, Hardwick, Holden, Leicester, Millbury, New Braintree, Oakham, Paxton, Rutland, Shrewsbury, West Boylston, and Worcester. ESWA strives to provide frail elders with services in the home that will enable them to live independently, thereby preventing the need for institutional care. ESWA services include, but are not limited to, home-delivered meals, senior companions, financial services, social day care, home health, adaptive housing, group adult foster care, chronic disease self-management, emergency assistance, educational programs, email contact, and homemaker services.

### **Jeremiah's Inn**

(508) 755-6403

1059 Main St.

Worcester, MA 01603

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

Jeremiah's Inn is a social model recovery program for men. It is a program of experiential learning that is peer oriented. Residents work with case managers to develop individual service plans. They share rooms, receive meals, have access to clothing, and participate in programs and services. Residents must pay a small daily fee to help offset the cost of the program. This fee can come from food stamps or participation in the Resident Work Program. The eligibility criteria for entry to the program include being clean and sober for at least 30 days before admission, having a stable medical/ mental health status, having received a substance abuse/misuse diagnosis, being a resident of MA, and having a desire to stay clean. Priority is given to homeless men and to those with criminal justice referrals.

### **MetroWest Legal Services**

1-800-696-1501 (Toll-free TTY/TDD line)

(508) 620-1830 (TTY/TDD office line)

63 Fountain St., Suite 304

Framingham, MA 01702

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

MetroWest Legal Services provides legal advocacy to protect and advance the rights of the poor, elderly, and disabled in the MetroWest area. Its priority cases include housing, homelessness, unemployment, education, elder law, health care access, domestic violence, and immigration assistance for victims of abuse.

### **RCAP Solutions**

1-800-488-1969 (Toll-free line; dial extension 6770 to speak with a Housing Counselor)

(978) 630-6718 (Office of Elderly Services line)

12 East Worcester St.

Worcester, MA 01605

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

The Client Resources Division of RCAP Solutions provides a range of affordable housing, homelessness prevention, workforce development, and self-sufficiency services. These services include housing assistance payments for low income tenants, transitional housing, and assistance for the homeless or



those fleeing domestic violence. RCAP manages affordable apartments for the elderly and disabled in a number of Central Massachusetts towns. RCAP also offers a Resident Services Coordinator Program that connects affordable housing residents with the services and supports they need to remain living independently and safely in housing.

### **South Middlesex Opportunity Council (SMOC)**

(508) 620-2300 (SMOC administrative office line)

(508) 872-4853 (SMOC TTY line)

(508) 460-9699 (Line for Marlborough Resource Center)

(508) 757-8331 (Line for Greater Worcester Housing Connection)

(508) 788-3663 (Line for Metrowest Harvest for donated and prepared food)

(508) 620-1230 (Energy and Financial Assistance line; toll-free # 1-800-286-6776)

(508) 626-8686 (Emergency Hotline in case of domestic or sexual violence; toll-free # 1-800-593-1125)

7 Bishop St., 2<sup>nd</sup> Floor

Framingham, MA 01702

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

The South Middlesex Opportunity Council is an umbrella organization that strives to improve the quality of life of low-income and disadvantaged individuals by advocating for their needs and rights, providing services, and building a community of support. As a multi-service agency, SMOC offers four main areas of programming: nutrition, employment and education, behavioral health services, and comprehensive housing services that include meeting the housing needs of homeless and formerly homeless individuals in the greater Worcester region.

### **Tri-Valley, Inc.**

1-800-286-6640 (Toll-free line for information)

(508) 949-6640 (Main line for information and referral)

10 Mill St.

Dudley, MA 01571

<http://www.trivalleyinc.org>

The mission of Tri-Valley, Inc. is to help seniors age 60 and older and people with disabilities to live independently with dignity in their own homes or in a setting of their choice in the following communities: Bellingham, Blackstone, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Hopedale, Medway, Mendon, Milford, Millville, North Brookfield, Northbridge, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Upton, Uxbridge, Warren, Webster, and West Brookfield. In order to promote an optimal level of independence, dignity, and well-being, Tri-Valley provides information, advocacy, and access to services and resources as well as caregiver support. Services include, but are not limited to, help in balancing a checkbook and setting up a budget, crisis intervention, protective services, home care, emergency food assistance, home-delivered meals, adult day care, volunteering opportunities, and programs for healthy aging such as 'A Matter of Balance', 'Healthy Eating for Successful Living in Older Adults', and chronic disease self-management.

### **Veterans Inc.**

1-800-482-2565 (Toll-free line for any veteran in need)

69 Grove St.

Worcester, MA 01605

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

Veterans, Inc. strives to provide for the needs of all veterans, regardless of gender, the time during which the veteran served, physical or mental disability, or addiction to substances. Veterans, Inc. provides for a veteran's needs within a culture that affirms the individual's dignity and promotes self-determination and independence. A veteran may apply for services by going to the Veterans Inc. website and clicking on the words "Apply for Services" on the home page. This will take him or her to a two-page application form that may be faxed to the Grove Street office.

### **Veterans Inc. Housing and Outreach Center**

(508) 791-3286 (Main line for information)

6 Sheridan St.

Worcester, MA 01610

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

The goal of Veterans Inc. Housing and Outreach Center is to end chronic homelessness among veterans of all wars. Reaching this goal requires a holistic approach that addresses the 'total victim' and his or her needs. For this reason, housing must come with a full range of support services, including meals, an employment and training program, legal and medical advice, and special services related to PTSD, substance abuse, or other challenges faced by veterans. Intensive case management and counseling are provided to help veterans re-gain control of their lives.

### **Worcester Homeless Action Committee (WHAC)**

(508) 736-4911 (Office line for information)

P.O. Box 30125 (Mailing address)

Worcester, MA 01609

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

The Worcester Homeless Action Committee is a policy and advocacy organization that endorses sensible solutions to homelessness in the community. These solutions include supporting the creation of better housing opportunities for homeless people as well as working to build new structures of restorative justice in the criminal justice system and maximizing energy efficiency measures in shelter and housing to ensure funds can be utilized for programs for the homeless. WHAC also supports the establishment of drug courts as an alternative sentencing structure, whereby drug offenders receive treatment rather than a jail sentence and, when released from treatment, are less likely to become homeless than when encountering the stigma of release from jail. The *WHAC Discharge Planning Guide* is a compilation of housing programs and resources available throughout Massachusetts for people exiting institutions such as jails, prisons, or hospitals. In addition to being an advocacy organization, WHAC runs drives to provide food and winter coats to homeless individuals.

## **HOUSING: GREATER BOSTON**

### **Bedford Veterans Quarters (BVQ)**

(781) 275-6296 (Main office line)

(781) 843-1242 x24 (Line for information and application)

(781) 843-1242 x25 (Line for inquiries about rooms for women veterans)

200 Springs Rd., Building #5

Bedford, MA 01730

[http://www.bedford.va.gov/news/Bedford\\_Veterans\\_Quarters.asp](http://www.bedford.va.gov/news/Bedford_Veterans_Quarters.asp)

The Bedford Veterans Quarters is affordable and permanent housing for homeless veterans in a renovated building on the grounds of the VA Medical Complex. (Note: Most of the 60 units receive Section 8 benefits.) Each resident at the BVQ has a private furnished room and shares common bathrooms, kitchens, and living rooms. This includes a private furnished room for each of the women veterans. Staff are on-site 24/7 and counseling services are available. BVQ is a smoke- and alcohol/drug-free building. To be eligible for housing in one of the BVQ units, veterans must have completed their military service with either an honorable or general discharge as shown on their DD 214 and must be clean and sober for at least 120 days.

### **Betty's Place Transitional Housing**

(617) 482-1126 (Office line for information)

40 Berkeley St. (YWCA, South End)

Boston, MA 02116

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

Betty's Place is a housing program of Project Place, a supportive community that promotes hope and opportunity for homeless and low-income individuals. Betty's Place is intended for homeless women who are often leaving behind a life of abuse and addiction. While making the transition from emergency shelter to independent living, each of Betty's Place residents is given a room in a safe, clean environment; two meals a day; and access to all Project Place programming. In order to qualify for Betty's Place, applicants must be homeless and have six months of sobriety. They also must be able to provide verification of current homelessness as well as verification of income, primarily from employment, and a psycho/social evaluation from their referring agency. While at Betty's, residents are expected to work or volunteer as well as attend weekly program and case management meetings.

### **Boston Rescue Mission**

(617) 338-9000 (Main phone line)

39 Kingston St.

Boston, MA 02111

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

The Boston Rescue Mission offers overnight shelter as well as residential recovery programs. The Mission aims to prevent homelessness through its meal programs, outpatient counseling, and day treatment programming. The Mission's Rebuilding Homes program helps to rebuild and repair houses and single units for low income, elderly, and disabled people. The Safe Haven program targets chronically homeless veterans who have had difficulty with traditional housing programs. Safe Haven is a 10-bed short-term transitional housing program for vets with current substance abuse and mental health issues. The Women's Parole Re-Entry Program is a transitional residential program initiated by

the Mission in response to the lack of prison re-entry services for women. This highly structured program offers intensive case management and a continuum of care approach for women who have recently left the prison system and are at high risk for homelessness.

### **Boston Senior Home Care**

(617) 451-6400 (Office line for information)

(617) 451-6404 (TDD line for information)

(617) 292-6211 (Boston ElderINFO line to start intake procedure for services)

(617) 695-0437 (TTY Boston ElderINFO line to start intake procedure for services)

89 South St.

Boston, MA 02111

<http://www.bshcinfo.org>

Boston Senior Home Care is an Aging Services Access Point that serves people who are age 60 and older and people who have a disability. The agency serves the following areas: Beacon Hill, Boston, Charlestown, Dorchester, East Boston, the North End, South Boston, South Cove, and the West End. The services offered by Boston Senior Home Care include case management, protective services around elder abuse, money management, medical screenings for MassHealth, referral, adaptive equipment, adult day health, adult foster care, Alzheimer's/dementia coaching, behavioral health services, food/nutrition services, outreach, transportation, care coordination and caregiver services, meals, and transportation.

### **Bridgewell**

(781) 593-1088 (Information line in Lynnfield office)

(339) 883-1700 (Line for Employment Support program at Boston Street Center)

(978) 459-0389 (Line for Lowell Adult Day Treatment and Bridgewell Counseling Services)

(978) 750-6828 (Line for START Clinical Support Services and the Sovner Center in Danvers)

471 Broadway

Lynnfield, MA 01940

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

Bridgewell is a community-based agency that provides residential and clinical support services for individuals with disabilities. Bridgewell staff strive to integrate residents into the community by helping them find work and involving them in local recreational activities. Bridgewell's Employment Support program at the Boston Street Center (BSC) provides job development, placement, and job coaching services to adults with developmental disabilities. Participants at the BSC may have other disabilities such as visual and/or hearing impairments, physical limitations, and medical or behavioral challenges. Bridgewell provides case management and housing for chronically homeless individuals with a mental illness. Bridgewell's representative payee services help transition the homeless to permanent housing and teach money management skills needed to maintain their housing. Partnering with local farms, Bridgewell provides nutritious meals to its residents and to homeless individuals. In addition, Bridgewell administers housing vouchers for very low income individuals with a disability and offers day habilitation services to adults with mild to severe physical and developmental disabilities, including memory impairment, psychiatric disorders that have not responded to other treatment, and Alzheimer's disease. The Lowell Adult Day Treatment (LADT) provides five-day/week intensive treatment for adults with persistent mental illness, and the Bridgewell Counseling Services (BCS) provides behavioral health treatment and continuity of care to individuals with psychiatric and

developmental disabilities. The Sovner Center is an outpatient mental health clinic that provides psychiatric assessment, medication management, and psychotherapy to adults with a dual diagnosis.

### **Bristol Lodge Men's Shelter**

(781) 893-0108 (Main line for information)

27 Lexington St.

P.O. Box 54-1095

Waltham, MA 02452

(No website)

The mission of Bristol Lodge Men's Shelter is to improve the quality of life of those who seek shelter and other services and to facilitate their independent functioning. To this end, Bristol Lodge provides shelter for 45 homeless men each night. Guests may self-refer or have a referral from a social services agency. They must check in at 9 a.m. for bed availability, arrive by the 7 p.m. curfew, and be sober and out of the shelter between the hours of 7:45 a.m. and 6 p.m. Guests are offered the following social service programs: in-house AA meetings, substance abuse counseling, employment counseling, and assistance in filing for entitlement benefits. There is also a soup kitchen where a snack and coffee are served each afternoon and a nutritious, hot meal is served each evening throughout the year.

### **Bristol Lodge Women's Shelter**

(781) 894-1225

205 Bacon St. (between Farnsworth and Dale Streets)

P.O. Box 54-1095

Waltham, MA 02451

(No website)

Bristol Lodge Women's Shelter provides emergency shelter to a dozen homeless area women each night. The Women's Shelter, which is staffed only in the evenings, is trained to provide all guests with a safe and supportive environment. Case managers help guests locate permanent housing, provide supportive counseling, refer guests to other agencies as needed, organize in-house AA meetings, offer employment counseling groups, and assist guests with entitlement benefits such as SSI or SSDI. There is also a soup kitchen where a snack and coffee are served each afternoon and a nutritious hot meal is served every evening of the year.

### **Cambridge Multi-Service Center (MSC)**

(617) 349-6340 (Office line for appointments and information)

(617) 349-6330 (TDD line)

362 Green St.

Cambridge, MA 02139

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

The Cambridge Multi-Service Center addresses the needs of homeless individuals and those at-risk of homelessness. To this end, MSC provides direct services, planning, and coordination of efforts for persons who are living on the street, in emergency shelters, or at risk of losing their housing. Staff at MSC work to prevent evictions and resolve landlord-tenant problems through case management, advocacy, and budget counseling. MSC offers a transitional living program for homeless men, and it assists clients in applying for public benefits and accessing legal services and mental health and substance abuse services. The Cambridge Haitian Services offers case management, information and

referrals, Haitian Creole interpretation, and immigration and citizenship assistance to Haitian clients.

### **Cambridge YMCA**

(617) 661-9622 (Main line)

(617) 876-4626 (Line for Central House of Caritas Communities)

(617) 661-9622 x703 (Information line for active older adult fitness)

820 Massachusetts Ave.

Cambridge, MA 02139

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

The Cambridge YMCA offers two programs that are appropriate for older adults: Central House, an affordable housing program for working individuals, and fitness classes for active older adults. Central House is an all-men's substance-free residence located in the Cambridge YMCA building and consists of Single Room Occupancy (SRO) housing. Residents are typically employed in service-related jobs, earning at or near the minimum wage. Some residents have been homeless; many have avoided living in a shelter or on the street by moving to SRO housing. Two fitness classes that specifically but not exclusively serve older adults are 'Gentle Sculpt, Gentle Yoga' and 'Aqua Aerobics'.

### **Cardinal Medeiros Center for Change**

(617) 619-6960 (Main line for information)

(617) 451-9331 (Line for Our Lady of Victories Church)

25 Isabella St.

Boston, MA 02116

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

The Cardinal Medeiros Center for Change houses the Kit Clark Senior Services, a day shelter for homeless men and women over the age of 45. The Center works with Our Lady of Victories Catholic Church and the Marist Fathers and Brothers, located next door, to serve two hot meals a day. The shelter also offers housing referrals, substance abuse counseling, connections to other social service agencies, and other assistance to help people get back on their feet. Sobriety is highly enforced.

### **Cascap, Inc.**

(617) 492-5559 (Office line for information)

231 Somerville Ave. (Office address)

P.O. Box 138 (Mailing address)

Somerville, MA 02143

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

Cascap, Inc. aims to improve the quality of life for members of the community who are disadvantaged by poverty, disability, or age. Staff work to establish a foundation for a meaningful life by providing services such as affordable housing, functional supports, and adaptive living skills. Clinical services are recovery-focused and rehabilitative.

### **CASPAR, Inc.**

(617) 623-5277 (Main office line and Men's Residence on Highland Ave., Somerville)

(617) 666-9947 (Drop-In Center line)

(617) 661-6020 (Womansplace line)

(617) 776-6036 (Men's Residence on Summit Ave., Somerville)

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)



(617) 592-6895 or (617) 592-6896 (Contact lines for FirstStep team member)  
 16 Highland Ave.  
 Somerville, MA 02143

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

CASPAR offers community-based services for individuals with substance abuse disorders. Services include residential recovery programs and the Emergency Services Center and Shelter (ESC), which provides emergency shelter, medical treatment, nutritious meals, and counseling to people who are actively using drugs and alcohol. Womansplace, a CASPAR residential recovery program, helps women maintain sobriety while developing interpersonal skills and job interview strategies. Men's Residences, a six-month program for newly sober men, provides counseling, education, and tools for achieving long-term sobriety and preventing relapses. FirstStep is CASPAR's frontline program for unsheltered adults who are affected by substance abuse, mental illness, and medical complications associated with life on the streets. In order to connect people with the services they need, FirstStep staff engage homeless people where they are and build trusting relationships as a first step toward recovery. Once they enter the ESC, these individuals can receive CASPAR's continuum of substance abuse services.

#### **Central Boston Elder Services, Inc.**

(617) 292-6211 (Office line for information)  
 (617) 695-0437 (TTY line for information)  
 2315 Washington St.  
 Boston, MA 02119

<http://www.centralboston.org>

Central Boston Elder Services is an Aging Services Access Point that provides direct services to people who are age 60 and older and people who have a disability in Allston, Brighton, Dorchester, Jamaica Plain, Kenmore, and Roxbury. Services include case management, referral, protective services, money management, medical screenings for MassHealth, options counseling, home-delivered and congregate meals, transportation, homemaking/chore services, advocacy, adult day care, and adult foster care.

#### **Chelsea-Revere-Winthrop Home Care Center, Inc.**

(617) 884-2500 (Main line for information)  
 100 Everett Ave., Unit #10  
 P.O. Box 362  
 Chelsea, MA 02150

<http://www.crwelderservices.org>

Chelsea-Revere-Winthrop Home Care Center, Inc. is an Aging Service Access Point and an Area Agency on Aging for people who are age 60 and older and people who have a disability. The Home Care Center provides direct services that include case management, protective services after elder abuse, home-delivered meals, medical screenings for Mass-health, money management, homemaking/chore services, adult day health, social day care, personal care, transportation, and congregate meals and the Healthy Eating education program, outreach, counseling, group adult foster care, support groups, behavioral health care, and nursing home ombudsman.

**Chelsea Soldiers' Home**

(617) 884-5660 (Main line; dial first) x336-9550 (Adult VA Day Care)

91 Crest Ave.

Chelsea, MA 02150

<http://www.mass.gov/eohhs/gov/departments/che/residential-care.html>

The Chelsea Soldiers' Home provides residential care for veterans able to live in an independent setting and who require minimal assistance with the activities of daily living. The Home offers a variety of social programs designed to promote a sense of well-being. One such program is Compensated Work Therapy, or CWT. The Chelsea Soldiers' Home also has a private and secure dormitory wing specifically for female veterans.

**City of Boston, Commission On Affairs of the Elderly**

(617) 635-4366 (Main line for information and referral)

(617) 635-4399 (TDD line for information and referral)

One City Hall Plaza, Room 271

Boston, MA 02201

<http://www.cityofboston.gov/elderly/>

The Commission On Affairs of the Elderly strives to enhance the quality of life for Boston's senior citizens, age 60 and older, through planning, coordinating, and monitoring the delivery of services. As an Area Agency on Aging and Council on Aging, the Commission promotes the active involvement of seniors in the life and health of their neighborhoods. The Commission is also a partner agency in the Suffolk County Aging and Disability Resource Consortium (ADRC). The goal of the ADRC is to enhance collaborations between elder and disability service organizations, ensuring there is always a way for seniors and people with disabilities to obtain the services and assistance they need. The Commission offers seniors several on-going activities and resources in and around Boston. For example, the Mayor of Boston sponsors the Health and Fitness Walk as well as the Alzheimer's Initiative, which connects people with resources and information about the disease. The Boston Seniority Magazine is a free publication that covers news topics, events, feature stories, volunteer and work opportunities, and other issues of interest to older Bostonians.

**Commonwealth Land Trust (CLT)**

(617) 445-4075 (Office line)

1059 Tremont St.

Roxbury Crossing, MA 02120

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

Commonwealth Land Trust offers supportive housing units, many reserved for formerly homeless and disabled individuals. On-site case managers support residents in maintaining their health and achieving greater independence. CLT also provides housing and supportive services to homeless veterans and individuals living with HIV/AIDS.

**Community Day Center of Waltham (CDC)**

(781) 893-4666 (Office line for information)

34 Alder St.

Waltham, MA 02453

<http://www.communitydaycenter.org>

The Community Day Center of Waltham is open to homeless and low-income members of the Waltham community and everyone in need in the Massachusetts Metro-West area. The CDC provides a welcoming shelter during the weekday afternoon hours throughout the year and early morning hours during the winter. The CDC offers the use of computers, telephones, and fax machines. Volunteers are available to help guests with health issues, housing searches, and legal issues.

### **Community Resources for Justice (CRJ)**

(617) 482-2520 (Office line)

355 Boylston St. (Office building)

Boston, MA 02116

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

Community Resources for Justice supports individuals transitioning out of the justice system back to their communities and people with developmental disabilities who require intensive support to be part of the community. CRJ supports these citizens through two programs: Social Justice Services and Community Strategies. Social Justice Services provides case management and pre-release and re-entry housing for individuals involved with the various criminal justice systems. Community Strategies offers developmentally and intellectually disabled people a residence in small group home settings. The programs designed for this population include individual and group therapy that is geared to fostering independence and improving living skills and pro-social behavior. These clinical supports are augmented with job development, on-the-job coaching, and educational opportunities.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in Greater Boston. Either of those listed can direct the user to other COAs in the area.

#### **Boston Commission on Affairs of the Elderly**

(617) 635-4375 (Office line)

City Hall, room 271

Boston, MA 02201

#### **Cambridge Council on Aging**

(617) 349-6216 (Office line)

806 Massachusetts Ave.

Cambridge, MA 02139

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, the Keep Moving walking clubs, recreation, computer access and computer classes, and lifelong learning classes. Under the administration of the MA Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, and volunteer opportunities.

### **Cpl. Zayas Bilingual Veterans Outreach Center**

(617) 778-1310 (Office line for information)

719 Tremont St.

Boston, MA 02118

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

The Cpl. Zayas Bilingual Veterans Outreach Center is committed to serving the basic needs of veterans. The Outreach Center can provide assistance in applying for veterans benefits. The Center also can provide clothing; make referrals for housing, employment, and MassHealth; provide legal assistance; and obtain counseling services for veterans and their families, including drug and alcohol counseling.

### **Elders Living At Home Program (ELAHP)**

(617) 414-1642 (Contact and referral line)

Boston Medical Center (BMC)

Elders Living at Home Program

Yawkey Ambulatory Care Center, 4<sup>th</sup> Floor, Room 4S-18

850 Harrison Ave.

Boston, MA 02118

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

The Elders Living At Home Program supports elders who are at least age 62 and homeless or in shelter. The ELAHP provides supportive services that build on the individual abilities of the elders and help them overcome the barriers to permanent housing. ELAHP reaches out to elders most in need, including those who are frail, those who do not speak English, and other marginalized individuals. In addition, ELAHP strives to be a model for advocacy, research, and education on the causes of and solutions to elder homelessness.

### **Elizabeth Stone House**

(617) 427-9801 (Main line)

P.O. Box 300039

8 Notre Dame St.

Jamaica Plain 02130

(website currently being reconstructed)

The Elizabeth Stone House strives to serve women in a goal-oriented, outcome-driven environment by resolving the issues that caused their homelessness—domestic violence, substance abuse, and mental illness. The goal is for these individuals to attain and maintain permanent housing, personal safety, and economic stability.

### **Ethos**

(617) 292-6211 (Main line for information/intake/referral)

(617) 695-0437 (TTY line for information)

555 Amory St.

Jamaica Plain, MA 02130

<http://www.ethocare.org>

Ethos is an Aging Service Access Point serving Boston, which includes Hyde Park, Jamaica Plain, Mattapan, Roslindale, and West Roxbury. Ethos provides the following direct services: case management, information and referral, nutrition services, money management, and protective services in the case of elder abuse. Other services include, but are not limited to, adult foster care, health screening, home-delivered meals, congregate meals, translation/interpreting, chronic disease self-management, transportation, educational programs (Healthy Eating, Tai Chi, Healthy Ideas,

depression management with PEARLS program), grocery shopping/delivery, and home repair.

### **Greater Lynn Senior Services, Inc. (GLSS)**

1-800-594-5164 (Toll-free line for assistance and information)

(781) 599-0110 (Main line for information)

(781) 477-9632 (TDD line)

8 Silsbee St.

Lynn, MA 01901

<http://www.glss.net>

Greater Lynn Senior Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves people who are age 60 and older and adults with a disability in Lynn, Lynnfield, Nahant, Saugus, and Swampscott. GLSS provides a wide range of services, including information, transportation, meals, advocacy, home care, and housing. These services help people live fuller, more independent lives in safety and dignity. Home care includes the following services: homemaking, personal care, heavy chores, grocery shopping, and adult day health programs. Downloadable program brochures in English, Spanish, Russian, and Khmer provide an awareness of what is available through GLSS and offer a way to sign up for various workshops at Senior Centers in the area.

### **Habitat P.L.U.S., Inc. (HP)**

(781) 599-8578 (Main line for information)

516 and 520 Essex St. (Group home, Cooperative apartment)

Lynn, MA 01902

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

Habitat P.L.U.S., Inc. is a non-profit organization that serves psychiatrically disabled veterans. To this end, HP provides interim and transitional supportive sober housing to the veterans, who would otherwise be homeless. HP also offers program participants the information and advocacy they need to access existing service programs. HP's program consists of two buildings—a group home that has live-in staff to provide support, and a cooperative apartment for veterans who have stabilized in the group home and wish to live in a more independent environment, where they can prepare their own meals and maintain their space with limited staff supervision. For three decades the goal of HP has been to provide veterans with the basic dignity they have earned through service to their country.

### **Harvard Square Homeless Shelter**

1-888-285-4038 (Toll-free bed lottery line; call between 7:30 a.m. and 8:00 a.m. to enter lottery)

(617) 547-2841 (Shelter line)

66 Winthrop St.

Cambridge, MA 02138

[www.hcs.harvard.edu/hshs](http://www.hcs.harvard.edu/hshs)

The Harvard Square Homeless Shelter accepts calls for beds between 1 November and 15 April. The following process is used for obtaining shelter: Individuals call the Shelter's lottery line between 7:30 a.m. and 8 a.m. to put their name in a lottery for 14-night beds. When they make this call, they receive a lottery number. The lottery is then run between 8 a.m. and 8:05 a.m. Those with a lottery number may call back between 8:05 a.m. and 8:30 a.m. or between 7 p.m. and 9 p.m. to find out if their number was selected. (Selected lottery numbers are also posted on the shelter door during the day.) Individuals whose lottery number was *not* drawn may call at 9:30 p.m. to find out whether there is a

one-night bed left open by a guest with a two-week bed who is not able to make it to the shelter that evening. Student volunteers run the shelter, serve guests warm meals, and assist them with housing and food stamp applications. They also help them obtain ID cards, health care, and public benefits.

### **Heading Home, Inc.**

(617) 864-8140 (Main line for information)

The Schrafft Center (Administrative office)

529 Main St., Suite 100

Charlestown, MA 02129

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

Heading Home provides emergency, transitional, and permanent housing as well as support services to low-income, homeless, and formerly homeless individuals. In order to achieve its mission to end homelessness in Greater Boston, case managers at Heading Home provide the following services: housing search, life skills training, educational and employment services, financial literacy, and asset development. Case managers also facilitate complementary services such as access to medical and mental health providers, outside counseling, and other resources.

### **Hearth**

(617) 369-1550 (Office line for general inquiries)

(617) 369-1559 (Outreach Program line)

(617) 369- 1563 (Health Services line)

(617) 369- 1554 (Behavioral Health line)

1640 Washington St.

Boston, MA 02118

[www.hearth-home.org](http://www.hearth-home.org)

Hearth's mission is to eliminate homelessness among the elderly through housing, outreach, and advocacy. The Hearth Housing Model is the integration of housing, mental health care, health services, and social services at each of Hearth's residences. Staff made up of social workers, nurses, site directors, activities staff, resident assistants, and personal care homemakers work as a team to create an individualized care plan for each resident, based on the services he or she needs. This model allows even very frail elders to live with considerable independence in their own apartments. The Community Advisory Council, comprised of residents from each Hearth housing site, provides a forum for Hearth residents and clients to voice their opinions and shape Hearth's policies.

### **HESSCO Elder Services**

(781) 784-4944 (Information and assistance line for answering a caller's questions from 9-5 M-F)

1-800-462-5221 (Toll-free line for assistance)

1 Merchant St.

Sharon, MA 02067

<http://www.hessco.org>

HESSCO Elder Services strives to make it easier for people age 60 and older to take advantage of their later years and to access a comprehensive system of health and supportive services. HESSCO serves older individuals and people with disabilities in the following communities: Canton, Dedham, Foxborough, Medfield, Millis, Norfolk, Norwood, Plainville, Sharon, Walpole, Westwood, and Wrentham. When an individual calls HESSCO's main line with one or more aging-related questions, he



or she is transferred to the Specialist in the Information and Referral Program, HESSCO's free, confidential elder support system. This Specialist actively listens to the caller's concerns and responds by tailoring the available resources to the elder's needs; alternatively, the Specialist may need to research the issue and respond to the caller at a later time. The Information and Referral Program Specialist also can provide a listing of assisted living communities and help the elder apply for fuel assistance, obtain medical equipment, and get information about medical specialists. Depending on the service (some services are free to everyone) and the income of the caller, fees may be voluntary co-payments, payments on a sliding-fee scale, or a percentage of a person's monthly income.

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

(617) 542-0338 (Central Office line)

(617) 234-5340 (Cambridge Office line)

105 Chauncey St. Suite 502

Boston, MA 02111

[www.homestart.org/about-us/](http://www.homestart.org/about-us/)

HomeStart helps homeless individuals locate affordable permanent housing. Advocates work one-on-one with clients to obtain private apartments and government-subsidized housing units. HomeStart also offers the following direct service programs: stabilization, in which advocates help participants reintegrate into the community; homelessness prevention, which uses mediation, legal advocacy, and flexible monetary funds to help at-risk individuals retain their housing; the Housing First Program, which helps disabled individuals move directly from the street into permanent housing; rental assistance, which uses HomeStart's rental fund to pay for move-in costs; and housing subsidies, which assist the homeless disabled. HomeStart helps veterans in the search for housing and pays the upfront financial costs when they move in. HomeStart also offers payee services in which Money Management Specialists pay a disabled client's monthly bills and help him/her maintain a budget and savings plan.

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

(617) 522-3003 (Main line for information)

(617) 522-3575 (TTY line)

(617) 390-2525 (Veteran's Legal Clinic line)

(617) 390-2524 (Disability Litigation & Benefits Advocacy Clinic line)

(617) 309-2572 (Line for Predatory Lending Protection Unit)

(617) 390-2586 (Line for Family Law and Domestic Violence Unit)

(617) 390-2592 (Mattapan Initiative line)

122 Boylston St.

Jamaica Plain, MA 02130

<http://www.legalservicescenter.org>

The Legal Services Center provides legal counsel to poor clients or to those who can make co-payments or pay on a lower-than-market basis for the services they receive. Services include low cost or free legal assistance to injured and/or disabled clients, including veterans, seeking to prove eligibility for disability related benefits, chiefly Social Security Disability Insurance and Supplemental Security Income. The Legal Services Center also helps struggling homeowners understand their legal rights, which banks and lenders must respect before taking advantage of Massachusetts' foreclosure processes. These rights may empower homeowners to negotiate loan modifications and stay in their homes. The Mattapan Initiative provides free legal services to homeowners and tenants facing

foreclosure or eviction by banks or other lenders. The project, funded through a grant from the MA Attorney General's Office, provides services to Boston residents who live, work, or send their children to school in Mattapan. The Veterans Law Unit provides free legal assistance to veterans and their families across a number of practice areas, including appeals regarding access to federal veterans' benefits and Massachusetts Veterans' Services Benefits. The Low-Income Taxpayer Project provides free legal representation to clients in tax controversies with the Internal Revenue Service.

### **Lynn Shelter Association (LSA)**

(781) 581-0739 (Main phone line)

360 Washington St.

Lynn, MA 01901

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

The Lynn Shelter Association provides shelter and support services to homeless individuals in the Greater Lynn area. After providing shelter, LSA works to foster self-sufficiency and a return to an independent life. LSA's Adult Emergency Shelter provides a place to sleep, a hot meal, support groups, case management, a transitions program, and on-site medical care for homeless individuals. The Transitions Program provides case-managed supportive housing for homeless individuals. Apartment dwelling in this program is used to build life skills, and guests receive job skills training, assistance with job and housing search, and mental health and substance use treatment. The Great Hills Residence houses the following LSA programs: Veterans Stabilization Program, Group Housing for Chronic Abusers Program, and scattered site Housing for People with AIDS (HOPWA) Program. On-site services include life skills, mental health counseling, substance abuse counseling, benefits maximization, and referrals for medical care. The Coming Together Program is a community day center that provides a clean and sober environment for individuals to access medical, financial, employment, legal, housing, and educational services through referrals and community resources. Coming Together offers daily support groups to address mental health and substance abuse issues, relapse prevention, and injury and disease prevention. Women's Transition Housing provides 14 housing units for women.

### **The Men's Inn at Pine Street Inn**

(617) 892-9100 (Office line)

444 Harrison Ave.

Boston, MA 02118

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

The Men's Inn offers permanent supportive housing, job training and placement, emergency shelter, advocacy, and street outreach to homeless men. Pine Street's transitional programs include transitional housing for men employed either part- or full-time and saving some of their earnings to access permanent housing; a transition to permanent housing program for men who are currently sober and progressing in their recovery from addiction; and substance abuse treatment services for men and women. Pine Street's 'Stabilization' is a 28-day post-detox residential program in which clients receive case management, education and counseling, on-site medical services, and after-care planning and placement. Pine Street's IMPACT Employment Services offers employment counseling to homeless people of all ages. Veterans Services at Pine Street connect homeless and low-income vets with housing opportunities, employment, and community services.

**Metropolitan Boston Housing Partnership (MBHP)**

(617) 859-0400 (Information and connections line)

(617) 425-6700 (Housing Consumer Education line)

125 Lincoln St.

Boston, MA 02111

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

Programs offered by the Metropolitan Boston Housing Partnership are designed to encourage housing stability and increase economic self-sufficiency. Members of MBHP's Specialized Intensive Programs and Services (SIPS) team offer individualized assistance to chronically homeless elders with complex housing barriers and service needs. This assistance includes intensive case management with supports ranging from help in gaining access to mental health, substance abuse, and medical resources to financial and legal advocacy and practical hands-on help with daily living skills. Housing First programs and Housing Search assistance alleviate barriers and identify opportunities for safe, permanent housing. The Hoarding and Sanitation Initiative addresses issues of health, sanitation, and threats to housing stability. Case managers work to bring apartments into health/safety compliance, teach skills to maintain compliance, and obtain mental health services for tenants who hoard.

**Middlesex Human Service Agency, Inc. (MHS)**

(781) 894-6110 (Main office line)

(617) 268-7124 (Line for Answer House)

(617) 524-4416 (Line for Sullivan House)

(978) 863-0048 (Line for Middlesex DUIL Program)

(978) 863-9913 (TTY line for Middlesex DUIL Program)

(781) 893-0108 (Line for Men's Shelter at Bristol Lodge)

(781) 894-1225 (Line for Women's Shelter at Bristol Lodge)

50 Prospect St. (Postal address)

545 Moody St. (Immanuel Methodist Church, Bristol Lodge Soup Kitchen)

Waltham, MA 02453

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

The Middlesex Human Service Agency oversees the operations of the following programs: substance abuse recovery homes; inpatient alcohol education and treatment for adults convicted of two or more OUI offenses; and shelter, food, and housing search assistance for homeless individuals. Intensive substance abuse residential treatment facilities at Answer House and Sullivan House help male clients establish a clean and sober lifestyle while renewing their careers and responsibilities to society. The Driving Under the Influence of Liquor Program, or DUIL, is an intensive 14-day treatment alternative program for individuals convicted of a second DUI offense in Massachusetts. To be admitted to the program, offenders must be referred directly from the Massachusetts court system. Staff at the men's and women's Bristol Lodge Shelters provide guests with emergency shelter, supportive counseling, and referrals. They offer employment counseling groups, organize AA meetings, and assist clients with entitlement benefits. Bristol Kitchen at Immanuel Methodist Church opens to guests every day at 3:30, when coffee and snacks are provided. Hot, nutritious meals are served every night at 5 p.m.

**Minuteman Senior Services**

1-888-222-6171 (Toll-free line for information; may report elder abuse)

1-800-922-2275 (Toll-free elder abuse Hotline; protective services worker on call to respond)

(781) 221-7064 (Information and referral line)

(781) 272-7177 (Office line for information)

(781) 275-1285 (TTY line for information)

26 Crosby Dr.

Bedford, MA 01730

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

Minuteman Senior Services is a community support program that strives to help people retain control of their lives as they age by offering information, advice, support, and services that enable independent living in home and community. Information/Referral Specialists provide individuals and family members with lists of available and affordable resources both locally and long-distance.

Minuteman's Money Management program helps elders set up a budget, sort mail, and manage payments by writing checks for elders to sign. Minuteman runs the Meals on Wheels program, offers legal services, and responds to reports of physical, sexual, emotional, and financial abuse or the neglect of anyone 60 years and older. Minuteman operates on behalf of residents in the following towns: Acton, Arlington, Bedford, Boxborough, Burlington, Carlisle, Concord, Harvard, Lexington, Lincoln, Littleton, Maynard, Stow, Wilmington, Winchester, and Woburn.

**Mystic Valley Elder Services, Inc.**

(781) 324-7705 (Main line for information)

(781) 321-8880 (TTY line for information)

300 Commercial St., Suite #19

Malden, MA 02148

<http://www.mves.org>

Mystic Valley Elder Services is an Aging Services Access Point and an Area Agency on Aging that serves the cities and towns of Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, and Wakefield. By providing information and access to resources and services, Mystic Valley Elder Services supports the right of elders and adults living with disabilities to live independently and with dignity in a setting of their own choice. Mystic Valley Elder Services works one-on-one with adults age 60 and older and disabled adults to provide care management, coordinate services, and make referrals to appropriate health care and home care providers. Depending on income, many of these services are free or low-cost. The staff is culturally and linguistically diverse to match the needs of the community. Some staff members work directly in senior housing buildings around the community; others work closely with lawmakers to advocate on behalf of seniors and senior programs in the area. Mystic Valley Elder Services is committed to honoring and celebrating the experiences and needs of the LGBT members of the senior community; therefore, it has dedicated community space for monthly LGBT senior tea time at 300 Commercial Street in Malden.

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

(781) 979-0018 (Office line for information)

171 Tremont St.

Melrose, MA 02176

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

Neuro-Rehab Management is a case management company that aims to assist adults with neurological, medical, and age-related impairments by coordinating services that maximize functioning in home, community, and work settings. This is achieved through the development and implementation of a realistic individualized plan. NRM works with individuals who have sustained a brain injury due to an accident, illness, or other neuromuscular disability such as spinal cord injury or multiple sclerosis. Staff provide short- or long-term services to individuals in the acute stage of recovery as well as to those who are living in the community and are many years post-injury.

**On the Rise, Inc.**

(617) 497-7968 (Office line; call to make an appointment to meet with a Community Advocate)

(617) 497-7887 (TTY line)

341 Broadway

Cambridge, MA 02139

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

On the Rise is a day program for chronically homeless women who have experienced traumatic physical and/or emotional abuse and also may be dealing with discrimination, a disability, or substance abuse. (There is no clean and sober policy at On the Rise.) Guests are offered breakfast and lunch, clean clothing, and a quiet place to read and nap. Staff help women find emergency shelter, receive immediate medical attention, and create a safety plan. Moreover, staff create a safe community in which guests have the kinds of relationships and resources they need in order gain a sense of safety, stability, and independence that enables them to move out of homelessness.

**Pilgrim Church Shelter**

(617) 282-0456 (Main line for information)

540 Columbia Rd.

Dorchester, MA 02125

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

The Pilgrim Church Shelter, housed in the Pilgrim Trinitarian Congregational Church, provides nightly shelter on a first-come, first-served basis to unaccompanied homeless men. The men must call and report by 7:30 p.m. Services include advocacy, case management, meals, and referrals. On Saturdays, Pilgrim Church distributes free lunches on Boston Common to people in need.

**Project Place**

(617) 542-3740 (Main office line; for CREW information, ask for x273; for Work Ready, ask for x343)

1145 Washington St., Suite 2 (veterans)

Boston, MA 02118

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

Project Place is a supportive community that promotes opportunity for homeless and low-income individuals, including homeless veterans, by providing the education and resources needed to obtain stable employment and housing. Project Place's GateHouse is a six-story building with 14 units for homeless individuals and affordable housing for low-income people. GateHouse provides wraparound services to address barriers to employment and housing by running three businesses that offer paid employment for clients overcoming homelessness. Betty's Place for women is housed in YWCA's Berkeley Street residence. Women are offered a room in a safe, clean environment and two meals each day. Betty's also provides wraparound services to help clients transition from emergency shelter

to independent living. Note: The Homeless Veterans Reintegration Program (HVRP) at Project Place is a new employment and training program that provides services tailored specifically to veterans. In addition to case management and support services, clients are assessed for veterans benefit eligibility, provided referrals for specific needs, and given assistance in obtaining discharge papers (DD214).

### **REACH (Beyond Domestic Violence)**

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

(781) 891-0724 x100 (Office line for information)

P.O. Box 540024

Waltham, MA 02454

<http://www.reachma.org>

By offering direct services and education, REACH strives to advance the safety, healing, and empowerment of individuals who experience domestic or relationship violence. REACH's Hotline advocates are trained to provide supportive, confidential services in English and Spanish. Advocates listen to the caller's fears, concerns, and questions and provide information on how to create a safety plan and obtain local resources. REACH also offers shelter, support groups, and legal advocacy.

### **Rosie's Place**

(617) 442-9322 (Front desk line)

889 Harrison Ave.

Boston, MA 02118

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

Rosie's Place is a safe and welcoming place for poor and homeless women to whom it offers the following services: 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 its guests an opportunity to participate in the Women's Craft Cooperative (WCC), where women are introduced to skills such as jewelry-making and to the basics of merchandising. Guests can then sell their products to the public. Rosie's Advocacy program offers guests the opportunity to work one-on-one with an advocate who helps them find permanent solutions to housing challenges, legal issues, health problems, lack of employment, and/or transportation issues. If Rosie's does not offer a service that a guest needs, the advocacy department provides links to a range of outside social and community organizations.

### **Roslindale House**

(617) 327-1503 (Main line for information)

120 Poplar St.

Roslindale, MA 02131

<http://www.rogerson.org/RoslindaleHouse.php>

Roslindale House, which shares the former Roslindale High School building with the Rogerson Communities Adult Day Center and the Florence House, offers rent-subsidized apartments to low-income elders and persons with disabilities. A residents' association is active in planning special events and trips throughout the year. Week-day lunches are available in the building through the Adult Day Center for a nominal donation. In addition, Roslindale House is the site of Out to Brunch, a monthly Saturday brunch and social for older LGBT women. The brunch is followed by a presentation, discussion, or entertainment.



**Salvation Army Cambridge Corps**

(617) 547-3400 (General information line for services info and to schedule appointment)

(339) 502-5852 (Massachusetts headquarters line in Canton)

402 Massachusetts Ave. (Community Center)

Cambridge, MA 02139

[www.SalvationArmyMA.org/Cambridge](http://www.SalvationArmyMA.org/Cambridge)

The Salvation Army Cambridge Corps offers the following emergency services: utility assistance, clothing assistance, food/grocery store vouchers, rental/mortgage assistance, counseling, and referrals and case management. The Cambridge Corps' Drop-In Day Shelter offers medical and mental health care. The Community Feeding Program serves daily nutritious meals to senior citizens and participants at the Drop-In Shelter and The Lodge. Other Cambridge Corps programs include the Continuum of Care for Men, the Silver Threads Senior Program, and Senior Vacations. In addition to shelter and food, men accepted to the Continuum of Care program are offered an opportunity for spiritual growth through Bible studies with a focus on real-life issues. The Silver Threads Senior Program offers daily arts and crafts activities at the Community Center. For a minimal charge, seniors can take a one-week vacation at the Salvation Army's Wonderland Conference Center in Sharon, MA.

**Salvation Army: Waltham Corps Community Center**

(781) 894-0413 (Office line)

33 Myrtle St.

Waltham, MA 02453

[www.salvationarmyma.org/Waltham](http://www.salvationarmyma.org/Waltham)

The Salvation Army Waltham Corps Community Center offers worship services, Sunday School, and Bible studies with a focus on real life issues that many encounter in today's world. In addition, the Salvation Army runs H.O.P.E. Kitchen from 10 a.m. to noon on weekdays, the Community Food Pantry on Friday, and emergency assistance counseling, which focuses on housing, clothing, food, and heat.

**Sancta Maria**

(617) 423-4366 (Office line for information)

11 Waltham St.

Boston, MA 02118

<http://www.sanctamariahouse.org>

The Sancta Maria House provides a safe haven for 10 homeless women. The women arrive in the early evening and are welcomed into a drug- and alcohol-free environment by volunteer staff. The guests are then offered a light meal or snack, shower, change of clothes, and clean bed. The next morning, they awaken to a light breakfast before they depart for the day. Guests are welcomed for seven consecutive nights, and after a 30-day respite, they may return for another week's stay.

**Shattuck Shelter**

(617) 983-0351 (Main line for information and to find out whether shelter is available)

170 Morton St.

Jamaica Plain, MA 02130

[http://www.pinestreetinn.org/our\\_programs/shelter](http://www.pinestreetinn.org/our_programs/shelter)

The Shattuck Shelter offers year-round overnight emergency shelter and support for homeless men



and women. Guests receive two hot meals, showers, clothing, a clean bed, and support from counselors and nursing staff. The Shelter also provides assistance for guests who are struggling with addiction, legal, financial, mental health, and physical issues. Guests should call ahead at the number above to ascertain whether there is space to accommodate them on any given night.

### **Shelter Legal Services**

(617) 965-0496 (Office line for information)

885 Centre St.

Newton, MA 02459

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

Shelter Legal Services offers free legal advice and representation to homeless people and veterans. Through its accessible legal services, the agency promotes self-sufficiency, stability, and financial security for its clients. Cases accepted by Shelter Legal Services range from evictions and CORI issues to public housing eligibility and benefits such as MassHealth and Social Security. Shelter Legal holds weekly clinics in the following locations: Cambridge Multi-Service Center for the Homeless in Cambridge, which provides services for homeless people only, and, for veterans only, The Chelsea Soldiers' Home in Chelsea and The New England Center for Homeless Veterans in Boston.

### **Somerville-Cambridge Elder Services, Inc. (SCES)**

(617) 628-2601 (Main line for information)

(617) 628-1705 (TDD line for information)

61 Medford St.

Somerville, MA 02143

<http://www.eldercare.org>

Somerville-Cambridge Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that provides supportive services as well as information and advice to people age 60 and older and people with disabilities in Somerville and Cambridge. SCES aims to help these people remain safe and independent in their own homes by providing services that include, but are not limited to, home-delivered meals, the Brown Bag Program (monthly grocery delivery for income-eligible seniors), Seniors Farmers' Market Nutrition Program for low-income seniors, volunteer opportunities, mental health programs, nutrition counseling, Community Cafes, and chronic disease self-management.

### **Somerville Homeless Coalition (SHC)**

(617) 623-6111 (Main line for information)

(617) 776-0750 (TTY line)

(617) 623-2546 (Line for adult shelter inquiries)

P.O. Box 440436 (Mailing address)

1 Davis Square

Somerville, MA 02144

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

The Somerville Homeless Coalition provides homeless and near-homeless people with individualized supportive services and tailored housing solutions with a goal of obtaining and maintaining affordable housing. SHC offers a range of services that include adult shelter; the Rapid Response program, which prevents individuals from becoming homeless; affordable, supportive housing services; and the Passages Case Management program, designed to move homeless adults from streets and shelters

into permanent housing and self sufficiency by providing services such as life skills training, HiSeT preparation, job readiness, referrals, medical assistance, transportation, and educational accommodations. Project SOUP (Share Our United Pantry) is SHC's food assistance program, which provides free community suppers at 5 p.m. each Monday at Somerville's First Congregational Church. A food pantry is located in the rear basement of St. Benedict's Church in East Somerville.

### **Springwell, Inc.**

(617) 926-4100 (Phone line for information and referral)

(617) 923-1562 (TDD line for information and referral)

307 Waverly Oaks Rd., Suite 205

Waltham, MA 02452

<http://www.springwell.com>

Springwell, Inc. is an Area Agency on Aging and an Aging Services Access Point that serves people who are age 60 and older and people with disabilities in the communities of Belmont, Brookline, Chestnut Hill, Needham, Newton, Waltham, Watertown, Wellesley, and Weston. Springwell strives to help seniors live at home in their community by creating an individualized support plan and providing the services specified in the plan so that each person can live as independently as possible. Services include, but are not limited to, adult day care, behavioral health services, caregiver services, chronic pain and chronic disease management programs, transportation, grocery shopping and delivery, health insurance benefits counseling, friendly visiting program, money management, and wellness programs such as Tai Chi, healthy eating, and fall prevention.

### **St. Francis House**

(617) 542-4211 (Main line for inquiries/requests for help)

39 Boylston St.

Boston, MA 02116

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

As the largest day shelter in New England, St. Francis House serves the poor and homeless in a variety of ways. St. Francis provides medical care, mental health and substance abuse counseling, and daily breakfast and lunch. It also offers a safe, comfortable, daytime shelter in the Day Center, where guests can use telephones and computers with Internet access and participate in activities such as the employment club, the weekly music group, support groups, and the Short Film Coffeehouse. Emergency nighttime shelter is available as is the Next Step Housing Program, which provides single room units for low-income individuals who have experienced homelessness, substance abuse, and unemployment. Guests may receive everyday attire, new undergarments, winter gear, and other essentials such as a suit for an interview or new job. Guests also may take a daily shower, access toiletries, obtain a St. Francis House ID, and use 39 Boylston Street as their home address.

### **St. Patrick's Shelter for Homeless Women**

1-857-654-1000 (Toll-free line for Administrative office/Appointments)

(617) 628-3015 (Information line)

(617) 625-1920 (Catholic Charities Somerville office line)

270 Washington St.

Somerville, MA 02143

[www.ccab.org/patricks.html](http://www.ccab.org/patricks.html)

St. Patrick's Shelter for Homeless Women houses 30 sober women in emergency beds as well as 10 transitional program participants each night. In addition to breakfast and dinner, the women are provided with referrals for health care, mental health services, and housing. In the Washington St. building, run by Catholic Charities, there are also a food pantry and a Foster Grandparent program that is organized to provide tutoring and mentoring services between elder volunteers and children.

### **Those Who Can, For Those In Need (TWCFTIN)**

(617) 462-5719 (Main line for information)

Winthrop, MA 02152

<http://www.twctin.org>

Those Who Can, For Those in Need is an organization that brings together people from the North Shore and Boston areas to learn about resources and volunteer opportunities that lend support to the following groups: elderly people, low income folks, individuals experiencing homelessness, and people who have lost a loved one. Each September, TWCFTIN holds a Resource Fair in Winthrop.

### **Tri-City Community Action Program (Tri-CAP)**

(781) 322-4125 (Office line for information)

(781) 397-2970 (Line for Cyber Cafe @ Malden Square)

110 Pleasant St.

Malden, MA 02148

<http://www.tri-cap.org>

Tri-City Community Action Program is an anti-poverty agency that strives to improve lives and create opportunities for residents of Malden, Medford, Everett, and surrounding towns. To this end, Tri-CAP provides free tax preparation and fuel assistance for low-income residents. In addition, Tri-CAP runs the Cyber Cafe @ Malden Square, which provides free computer and Internet access and training as well as coffee and companionship. Tri-City Housing and Homeless Task Force was created to assist the three cities in coordinating local responses to on-going homelessness. The Task Force evaluates existing HUD programs, develops strategies to reduce homelessness, and provides a forum for resources and legislative strategies to address homelessness in the Tri-Cities.

### **TRUST House**

(857) 364-4966 (Program Manager's line for information)

(857) 364-4027 (LICSW's line for information)

(857) 364-4149 (Contact line for information)

VA Boston Healthcare System

Jamaica Plain TRUST House

150 S. Huntington Ave. (116B-3)

Jamaica Plain, MA 02130

<http://www.mass.gov/veterans/housing/transitional/womens-housing.html>

TRUST (Transitional Residence Utilizing Support and Treatment) House is a therapeutic residential program for women veterans that offers secure and affordable housing along with a communal atmosphere in a treatment-focused setting. In this setting, each resident participates in the house's daily operations, which include food shopping, cleaning, gardening, doing laundry, and cooking. The treatment program involves individual and group therapy, case management, paid work experiences through the Compensated Work Therapy Program, house meetings, and recreational community

outings. TRUST House specializes in the treatment of women with PTSD as well as depression, substance abuse, anxiety, dissociation, and homelessness.

**Victory Programs, Inc.**

(617) 236-1012 (Information and Member Services line)

(617) 267-7059 (TTY Line)

29 Stanhope St.

Boston, MA 02116

<http://www.vpi.org>

Victory Programs is a Boston-based organization that strives to help individuals who are homeless and may have substance use disorders, often accompanied by chronic health issues like HIV/AIDS, Hepatitis C, and mental illness. Staff help clients regain health and restore hope through immediate access to safe and stable housing. To this end, Victory Programs operates 18 health and housing programs in Boston, Cambridge, and Topsfield. The Program's Boston Living Center provides services to individuals living with HIV/AIDS. These services include food, support, holistic healing, education and prevention, and a place to connect socially with others living with HIV/AIDS.

**Waltham Housing Authority (WHA)**

(781) 894-3357 (Office line)

(781) 899-6363 (Maintenance emergency line)

110 Pond St.

Waltham, MA 02451

[www.city.waltham.ma.us/waltham-housing-authority](http://www.city.waltham.ma.us/waltham-housing-authority)

The Waltham Housing Authority is responsible for 810 units of public housing for people in Waltham, including seniors. WHA coordinates Section 8 housing as well as rehabilitation loans.

**The Women's Inn at Pine Street**

(617) 892-9100 (General information line)

(857) 654-1865 (Women's Clinic line)

(857) 654-1000 (Administrative and appointment line)

363 Albany St.

Boston, MA 02118

<http://www.pinestreetinn.org>

The Women's Inn at Pine Street is an emergency shelter for homeless women. The Inn is accessible for people with disabilities and provides a safe place to sleep, two meals a day, storage lockers, emergency clothing, and washing machines. Beds are assigned daily using a lottery system. To enter the lottery drawing, guests should arrive by 3 p.m. and speak to the staff at the front desk, where names for beds are drawn at 3:30 p.m. Although a bed cannot be guaranteed, staff will work to find other options if a guest's name is not drawn. The Women's Clinic at the Inn offers health care and drug recovery programs. Counselors strive to create a welcoming atmosphere and respect for guests, while providing critical services that will put guests on track to become self-sufficient. To this end, a two-year transitional sobriety program called 'Women in Transition' is offered.

**Woods Mullen Shelter**

(617) 534-7107 (Office line for information)

794 (Rear) Massachusetts Ave.

784 Massachusetts Ave. (detox facility)

Boston, MA 02118

[www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx](http://www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx)

Woods Mullen Shelter is an emergency shelter that provides food, clothing, health care, and case management services to men and women who are in need. Woods Mullen has 190 beds, which are given out on a first-come, first-serve basis beginning at 4 p.m. Woods Mullen also offers mail services, substance abuse support, medical and mental health services and referrals, and a work program. The shelter is located at Melina Cass Blvd. & Massachusetts Ave. near the Boston Medical Center.

## **HOUSING: NORTHEASTERN MASSACHUSETTS**

### **ACTION, INC.**

(978) 282-1000 (Gloucester office line; dial x119 for HomeCorps Prevention case manager)

(978) 283-4125 (Emergency shelter line)

180 Main St.

Gloucester, MA 01930

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

ACTION, INC. provides social services and programs for the Greater Cape Ann Community in order to promote economic security rather than dependency. As a Community Action Agency, ACTION is part of a nationwide network of organizations in the U.S. that is working to eliminate poverty. ACTION designs programs that address employment and training, housing, budget counseling, and services for seniors. Collaborating with the Attorney General's office, ACTION offers HomeCorps, a program that addresses foreclosure prevention and provides post-foreclosure services, including legal assistance referrals, referrals for possible loan modifications, budgeting and financial counseling, fuel assistance, job training, SSI application assistance, the Food Stamp Program, and homelessness prevention.

### **Armistice Homestead**

(978) 466-7778 (Main line for information)

16 Pearl St.

Leominster, MA 01453

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

Armistice Homestead provides a warm and compassionate environment for medically fragile and terminally ill homeless veterans from all eras. Patients receive case management services, access to VA services, and a strong community of support. The program includes 24-hour care in a homelike atmosphere that allows veterans to maintain their independence and dignity.

### **Bridgewell**

(781) 593-1088 (Information line in Lynnfield office)

(339) 883-1700 (Line for Employment Support program at Boston Street Center)

(978) 459-0389 (Line for Lowell Adult Day Treatment and Bridgewell Counseling Services)

(978) 750-6828 (Line for START Clinical Support Services and the Sovner Center in Danvers)

471 Broadway

Lynnfield, MA 01940

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

Bridgewell is a community-based agency that provides residential and clinical support services for individuals with disabilities. Bridgewell staff strive to integrate residents into the community by helping them find work and involving them in local recreational activities. Bridgewell's Employment Support program at the Boston Street Center (BSC) provides job development, placement, and job coaching services to adults with developmental disabilities. Participants at the BSC may have other disabilities such as visual and/or hearing impairments, physical limitations, and medical or behavioral challenges. Bridgewell provides case management and housing for chronically homeless individuals with a mental illness. Bridgewell's representative payee services help transition the homeless to permanent housing and teach money management skills needed to maintain their housing. Partnering with local farms, Bridgewell provides nutritious meals to its residents and to homeless individuals. In

addition, Bridgewell administers housing vouchers for very low income individuals with a disability and offers day habilitation services to adults with mild to severe physical and developmental disabilities, including memory impairment, psychiatric disorders that have not responded to other treatment, and Alzheimer's disease. The Lowell Adult Day Treatment (LADT) provides five-day/week intensive treatment for adults with persistent mental illness, and the Bridgewell Counseling Services (BCS) provides behavioral health treatment and continuity of care to individuals with psychiatric and developmental disabilities. The Sovner Center is an outpatient mental health clinic that provides psychiatric assessment, medication management, and psychotherapy to adults with a dual diagnosis.

### **Community Teamwork, Inc. (CTI)**

(978) 459-0551 (Administration line, housing/homeless services line, and Resource Center line)

(978) 459-6161 (Fuel Assistance line)

155 Merrimack St. (Headquarters and Administration)

17 Kirk St. (Resource Center)

45 Kirk St., 2<sup>nd</sup> Floor (Fuel Assistance)

Lowell, MA 01852

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

Community Teamwork strives to strengthen the communities of Greater Lowell and the Merrimack Valley and reduce poverty by delivering direct services and collaborating with other organizations to create housing, education, and economic opportunities. CTI works with senior citizens, people with disabilities, and veterans living on limited incomes to meet basic rental and utility expenses. For tenants experiencing housing instability, CTI provides short-term financial assistance for rent and mortgage arrears, connections to other services at CTI, and counseling on alternatives to shelter.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Northeastern Massachusetts region. Either of those listed can direct the user to other COAs in the region.

#### **Lawrence Council on Aging**

(978) 620-3540 (Office line for information)

155 Haverhill St.

Lawrence, MA 01840

#### **Lowell Council on Aging**

(978) 970-4131

276 Broadway

Lowell, MA 01854

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, the Keep Moving walking clubs, recreation, computer access and computer classes, and lifelong learning classes. Under the administration of the MA Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, and volunteer opportunities.



**Elder Services of Merrimack Valley, Inc. (ESMV)**

1-800-892-0890 (Toll-free line for learning about services, benefits, and programs)

1-800-924-4222 (Toll-free TTY line)

(978) 683-7747 (Main line for information)

360 Merrimack St., Bldg. #5

Lawrence, MA 01843

<http://www.esmv.org>

Elder Services of Merrimack Valley, Inc. is an Area Agency on Aging, an Aging Service Access Point, and an elder protective service agency for the Merrimack Valley region. ESMV serves the following cities and towns: Amesbury, Andover, Billerica, Boxford, Chelmsford, Dracut, Dunstable, Georgetown, Groveland, Haverhill, Lawrence, Lowell, Merrimack, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury Tewksbury, Tyngsborough, West Newbury, and Westford. ESMV helps individuals remain independent in their home or a place they choose to live for as long as possible. Staff are culturally and linguistically diverse to match the needs of the community. Services include, but are not limited to, referrals to different housing options, nutrition resources (food pantry, Brown Bag Program), behavioral health services, care coordination, education programs (Healthy Eating, Silver Sneakers, Healthy Ideas, Matter of Balance), chronic pain/chronic disease self-management, legal services (protective), skills training, supportive day care, group adult foster care, supportive home care aide, transportation, advocacy, and crisis intervention.

**Emmaus, Inc.**

(978) 241-3500 (Office line)

150 How St.

Haverhill, MA 01830

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

Emmaus, Inc. manages a variety of housing facilities for homeless individuals. The Emerson Street Apartments have permanent independent housing units for homeless disabled men and women. The Gilead House is a supportive transitional residence for mentally ill adults who are recovering from substance abuse. Jericho House provides supportive housing for chronically homeless men and women who are living with severe mental illness and/or addictions. Mitch's Place is a year-round emergency overnight shelter for single men and women, where they receive a bed, meals, and staff support to secure needed health and social services in a non-violent atmosphere. The Winter Street Apartments provide affordable permanent housing to homeless disabled women.

**Hero Homestead**

(978) 353-0234 (Main line for information)

25 Grove Ave.

Leominster, MA 01453

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

Hero Homestead is a 15-bed, substance-free facility where residents are encouraged to co-exist by assisting each other and attending to as many of their own needs as possible. The Hero Homestead program provides transitional housing for veterans who are dealing with substance abuse and mental health issues as well as other challenges related to homelessness.

**Lawrence Community Development Department (CDD)**

(978) 620-3510 (Main office line for information)

(978) 620-3522 (Housing program and Intake Specialist)

(978) 620-3518 (Elderly housing line)

225 Essex St., 3<sup>rd</sup> Floor

Lawrence, MA 01840

[www.cityoflawrence.com/community-development.aspx](http://www.cityoflawrence.com/community-development.aspx)

The Lawrence Community Development Department aims to enhance the physical environment and improve the quality of life for the diverse community of Lawrence. As the city's chief agency for community planning and urban development, the CDD oversees programs in housing, economic development, land use planning, and transportation. The Emergency Program for the Elderly and Disabled is offered to low-income elderly and disabled homeowners who have deferred maintenance needs that have not been addressed because of limited income.

**Lawrence Public Housing**

(978) 685-3811 (Line for public housing inquiries)

(978) 794-0154 (Line for public housing inquiries)

[www.publichousing.com/city/ma-lawrence](http://www.publichousing.com/city/ma-lawrence)

Lawrence Public Housing offers multiple types of affordable rental apartments as well as government HUD apartments and non-profit housing assistance resources. By going to the website listed above, an individual can obtain detailed information specifying whether the listing is subsidized housing, a non-profit housing resource, or a HUD apartment. Some, but not all, show the rental fee for affordable apartments, and there is a photograph of each listing.

**Lifebridge Salem (formerly known as The Salem Mission)**

(978) 744-0500 (Main line in English and in Spanish languages)

56 Margin St.

Salem, MA 01970

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

Lifebridge Salem strives to end the crisis of homelessness by offering the following services: safe shelter, supportive housing, community meals, day services, a health clinic, and clothing. The shelter offers beds to individual men and women, with additional beds added in winter. The Seeds of Hope campus provides housing units, where tenants have a case manager and access to other Lifebridge services, such as the thrift shop, food pantry, and meals program. Break Bread Together Community Meals offers three meals every day to shelter residents and anyone else who is hungry. Seeds of Change Day Services provide case managers to help guests set goals for themselves and develop a plan for obtaining affordable housing. Case managers also assist guests with mental health and substance abuse issues. Lifebridge's on-site health clinic is staffed four days a week by nurses and mental health clinicians, who deliver primary care to the guests. Street advocates bring homeless individuals from parks and public buildings to Lifebridge to ensure that their basic needs are met.

**Lowell Transitional Living Center (LTLC)**

(978) 441-0805 (Main phone line)

205 Middlesex St.

Lowell, MA 01852

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

The Lowell Transitional Living Center provides programs that meet immediate needs for emergency shelter and food, along with case management that enables individuals to make the transition from a shelter bed to a permanent home. At LTLC, each person begins a process that is geared toward ending his/her homelessness. In addition, the Bad Weather Bed program, open during the winter months, provides shelter to individuals who may not normally come inside; this offers the opportunity for case managers to reach some of the most chronically homeless individuals. LTLC's Community Meals Program provides meals to people in the program, those living on the streets, and low income people. Case managers help guests develop a plan that will lead to employment and housing. They also work with individuals who need detox and drug/alcohol rehabilitation to access programs that provide these services as well as transportation to their facilities. In partnership with the Lowell Community Health Center, the LTLC has a part-time registered nurse on site for assessment and triage. Elliot Community Health provides a mental health specialist who is available for consultations.

### **Montachusett Home Care Corporation (MHCC)**

1-800-734-7312 (Toll-free line for information)

(978) 537-7411 (Main line for information)

(978) 514-8841 (TTY line for information)

680 Mechanic St., Suite 120

Leominster, MA 01420

<http://www.montachusetthomecare.org>

Montachusett Home Care Corporation is an Aging Services Access Point that strives to assist elders age 60 and older and disabled persons to remain safely in their own homes through the provision of in-home and community-based services that are designed to prevent unnecessary nursing home placement. MHCC serves the towns and cities of Ashburnham, Ashby, Ayer, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Hubbardston, Lancaster, Leominster, Pepperell, Princeton, Shirley, Sterling, Templeton, Townsend, Westminster, and Winchendon. Services include, but are not limited to, homemaker and personal care, case management, grocery shopping, meal preparation, transportation to certain medical treatments, the Money Management Program, protective services, and several supportive housing and community-based residential programs.

### **Montachusett Opportunity Council, Inc. (MOC)**

(978) 345-7040 (Main office line for information)

(978) 342-6259 (Nutrition line)

(978) 343-5706 (Line for information about housing and eligibility requirements)

133 Prichard St.

Fitchburg, MA 01420

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

The Montachusett Opportunity Council is the designated community action agency for 30 communities in the North Central region of MA. MOC's mission is to alleviate poverty and create healthy communities by providing services, coordinating community resources that promote self-sufficiency, and advocating for social change. Services include education, workforce development, nutrition, health, community services, and housing and homelessness services. MOC's Elder Nutrition program provides a variety of meals programs to individuals age 60 years and older. The program enables them to live on their own instead of in a nursing facility. In addition, it promotes better health,

reduces isolation, and offers elders the opportunity to live in dignity. Programs include community dining and home-delivered meals, other food assistance such as Brown Bag Meals, farmers market coupons, and SNAP (formerly known as Food Stamps). MOC's Housing and Emergency Services provides intake, assessment, referral, and case management to help low-income clients connect with a broad range of programs and resources, and find and maintain housing.

### **Montachusett Veterans Outreach Center, Inc. (MVOC)**

(978) 632-9601 (Main line for information)

268 Central St., Suite A

Gardner, MA 01440

[www.veterans-outreach.org](http://www.veterans-outreach.org)

Montachusett Veterans Outreach Center, Inc. serves all veterans throughout the north central region of Massachusetts. MVOC strives to support veterans in need of services to develop a resilient, self-sufficient lifestyle. To this end, MVOC offers the following services: veterans benefits, transitional and low-income housing, food assistance, counseling services, transportation to medical appointments, and job training. There is also support for veterans suffering from PTSD and veterans in need of help for alcoholism through attendance at AA meetings.

### **North Shore Elder Services, Inc.**

1-800-243-4636 (Toll-free line for information)

(978) 750-4540 (Main line for information)

(978) 624-2244 (TDD/TTY line for information)

300 Rosewood Dr., Suite 200

Danvers, MA 01923

<http://www.nselder.org>

North Shore Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the communities of Danvers, Marblehead, Middleton, Peabody, and Salem. Its mission is to serve the functional needs of adults age 60 and older and people with disabilities. North Shore Elder Services does this by providing support, information, and services so that each elder or disabled person can live as independently as possible in locations of their choice for as long as possible. A variety of home care services are available to maintain independence at home; they include personal care, homemaking, and personal emergency response. As part of an interdisciplinary team, a care manager assesses an individual's needs, then develops and monitors the plan of care. Several programs offer an increased level of services for frail elders at home to prevent nursing facility placement: adaptive equipment, adult day care, grocery shopping, light cleaning, laundry, home-delivered meals, and bathing assistance. Protective Services is a program to investigate reports of elders who are abused, exploited, neglected, or self-abusing. Other services include a Money Management program, the SHINE program for free health insurance information and counseling, and monthly Over the Rainbow Dinner Club meetings for LGBT elders at the House of the Seven Gables.

### **North Shore Veterans Counseling Services, Inc.**

(978) 921-4851 (Line for information; M-F from 8 a.m. to 4 p.m.; evening appointments available)

45 Broadway St.

Beverly, MA 01915

<http://www.northshoreveterans.com>

North Shore Veterans Counseling Services offers assistance to any veteran or to a family member or significant other of that veteran. A veteran's needs are addressed with confidentiality except when current child abuse, elder abuse, or domestic violence is involved. The North Shore Veterans Counseling Services does work in, but is not limited to, the following areas: PTSD, housing and employment, training and education, substance abuse counseling, family counseling, veterans benefits and advocacy, anger management, adjustment counseling, service documentation requests, discharge upgrading, relapse prevention, and HIV/AIDS support services.

### **Our Father's House**

(978) 345-2256 (Main office line)

(978) 345-3050 (Line for shelter; call after 3 p.m.)

(978) 855-5184 (Line for Director of Homeless Services; line for mobile outreach unit)

199 Summer St. (Administrative office)

P.O. Box 7251 (Mailing address)

Fitchburg, MA 01420

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

Our Father's House consists of several programs and buildings. The Emergency Shelter is a dry shelter that provides meals, housing search, and advocacy services to homeless men and women. Each guest meets with a case manager on a weekly basis and is expected to participate in his/her service plan. Length of stay is determined on an individual basis. The Lunenburg Street Transitional Shelter Program for Women offers homeless women the opportunity to participate in a program for up to six months. By involving the women in the operation of the program—food shopping, cooking, cleaning, and addressing underlying problems that contribute to their homelessness—Our Father's House is able to reduce the rate of return to shelter. A permanent Housing Program for Homeless Men in Recovery provides case management and is located on Leighton Street. Modeled on the Leighton Street plan, Elizabeth House on Mechanic Street provides transitional housing to homeless women in recovery.

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

(978) 685-1337 (Main phone line)

(978) 975-4547 (Daybreak Shelter line)

11 Union St.

Lawrence, MA 01840

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

The Psychological Center strives to help people who are experiencing mental health problems, alcohol or substance abuse, addiction, homelessness, or other issues to overcome these difficulties with resilience and positive coping responses. TPC offers the following programs: Daybreak Shelter, a 'wet' facility that provides temporary shelter for homeless adults; Pegasus House, a residential treatment facility that promotes skills-building and development of positive relationships within the community; PEOPLE! Recovery Center, a peer-led participatory program for individuals in recovery for addiction to substances; Safe Haven, a home for men; and Women's View Recovery House, a strength-based model for women to learn how to balance life issues with the challenge of maintaining sobriety.

**SeniorCare, Inc.**

1-866-927-1050 (Toll-free line for information)

(978) 281-1750 (Main line for information)

49 Blackburn Center

Gloucester, MA 01930

<http://www.seniorcareinc.org>

SeniorCare, Inc. is an Area Agency on Aging and an Aging Services Access Point that serves the towns of Beverly, Essex, Gloucester, Hamilton, Ipswich, Manchester-by-the-Sea, Rockport, Topsfield, and Wenham. SeniorCare provides and coordinates services that enable people age 60 and older and people with disabilities to live independently at home or in a setting of their choice. This multi-faceted organization provides a one-stop portal for elder services and information that includes a wellness program ('A Matter of Balance, Healthy Eating'), protective services, home care/homemaking, and opportunities to volunteer as a tax aide, a Meals-on-Wheels driver, or an office volunteer.

**Those Who Can, For Those In Need (TWCFTIN)**

(617) 462-5719 (Main line for information)

Winthrop, MA 02152

<http://www.twctin.org>

Those Who Can, For Those in Need is an organization that brings together people from the North Shore and Boston areas to learn about resources and volunteer opportunities that lend support to the following groups: elderly people, low income folks, individuals experiencing homelessness, and people who have lost a loved one. Each September, TWCFTIN holds a Resource Fair in Winthrop.

**Veteran Homestead Hospice**

(978) 353-0234 (Main line for information)

69 High St.

Fitchburg, MA 01420

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

Veteran Homestead Hospice is a warm, compassionate environment for veterans living with life-threatening illness. Through individualized assessment, the staff treats and assists each patient, while encouraging him or her to take ownership of his life in the final stages of illness. Weekly house meetings are held to address community concerns and issues. Because of medical advances and the quality of care that the Hospice provides, some patients are able to transfer to private living settings.

**Veterans Inc.**

(978) 862-0033 (Main office line for information)

14A Bates St.

Devens, MA 01434

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

The mission of Veterans Inc. is to help homeless veterans of all wars regain control of their lives. To do this, Veterans Inc. treats the "total veteran". The program is overseen by case managers who develop an Individual Treatment Plan with each client and coordinate the provision of housing, training for employment, and health and wellness services. The veteran housing in Devens, an unincorporated village in the towns of Ayer and Shirley, consists of individual units for both men and women.

**Veterans Northeast Outreach Center**

(978) 372-3626 (Main office line)

(978) 891-7492 (Veterans Representative for job opportunities, including for veterans with a disability)

(617) 210-5480 (Line for name of Veterans Service Officer and information about reaching him or her)

65 Cedar St. (Veterans Mansion and administrative offices)

10 Reed St. (Outreach Center)

Haverhill, MA 018302

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

The Veterans Northeast Outreach Center offers information, referral, advocacy, and support to veterans in the Greater Merrimack Valley and Middlesex County. The Outreach Center has a food pantry and is a place to obtain assistance in filing for federal and state veterans benefits. The Veterans Mansion is a transitional permanent housing program for homeless veterans.



## **HOUSING: SOUTHEASTERN MASSACHUSETTS**

### **AIDS Support Group of Cape Cod (ASGCC)**

(508) 487-9445 x16 (Information line for HIV+ and peer support)

(508) 487-8511 (Line for setting up rapid HIV testing in Provincetown)

(508) 778-1954 (Line for setting up rapid HIV testing in Hyannis)

336 Commercial St.

Provincetown, MA 02657

<http://asgcc.org>

The AIDS Support Group of Cape Cod works to foster health, independence, and dignity for people living with HIV/AIDS and Viral Hepatitis by providing care, support, and housing. ASGCC strives to reduce the spread of HIV and other sexually transmitted infections through prevention, education, and testing services. The Foley House, a joint partnership between the Provincetown Housing Authority and ASGCC, was created to address homelessness for PLWHA. Although the main eligibility criterion is homelessness, residents also have an HIV diagnosis and must be willing to live cooperatively in a congregate and harm reduction setting. ASGCC also offers a variety of services that span all communities of Cape Cod and the Islands. Services include the use of ASGCC case managers to assist people in need as they apply for fuel assistance; educational programs to inform civic groups, schools, and social service agencies about HIV, Hepatitis C, and other blood-borne or sexually transmitted illnesses; and free screening services, vaccines, clean needles, and Narcan training.

### **Bristol Elder Services, Inc.**

(508) 675-2101 (Main line for information)

(508) 646-9704 (TTY line for information)

(508) 324-4619 (Nutrition office line)

1 Father DeValles Blvd.

Fall River, MA 02723

<http://www.bristolelder.org>

Bristol Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the cities/towns of Attleboro, Berkley, Dighton, Fall River, Freetown, Mansfield, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton, and Westport. Services include adaptive equipment, adult day health, adult foster care, case management, congregate meals, nutrition counseling and education, skills training, Alzheimer's/dementia coaching, chronic disease self-management, translation/interpreting, protective services, and transportation.

### **Cape & Islands Veterans Outreach Center** (formerly, the Nam Vets Association of the Cape & Islands)

1-800-273-8255 (Toll-free Veterans Crisis Line)

(508) 778-1590 (Main office line)

569 Main St., Suite 6

Hyannis, MA 02601

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

Founded by the Nam Vets Association, The Cape & Islands Veterans Outreach Center partners and networks with key state and federal agencies to provide services for veterans of all eras who are in need of housing, employment, and medical or psychological services. In addition, the Outreach Center has free clothing available and a Food Pantry where veterans may receive food twice a month. The

newly opened Grace Veterans Center offers psychological counseling, substance abuse interventions, housing assistance, referrals to the Massachusetts General Home Base Program for Neuro Evaluations, and alternative therapies. Off-site services include referrals to agencies working in the areas of education, legal issues, employment, finances, occupational therapy, hospice care, physical therapy, and interactive community projects with organizations such as Councils on Aging. Most of the services are available to all veterans regardless of their eligibility for VA services.

### **Catholic Social Services of Fall River, Inc. (CSS)**

(508) 674-4681 (Main phone line)

(508) 997-7337 (New Bedford office line; use to reach the Solanus Casey Food Pantry)

1600 Bay St. (Central office)

P.O. Box M/So. Station

Fall River, MA 02724

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

Catholic Social Services strives to improve the quality of life for those in need by providing social and human services. To this end, CSS provides financial assistance, utility assistance, and access to low-income housing programs. CSS also offers mental health counseling, crisis intervention services and disability services, which include case management, referral, assistance in navigating state and federal services, and attention to marginalized clients. For individuals who are experiencing homelessness and for those with a disability, CSS offers shelter as well as permanent supportive housing. The CSS Solanus Casey Food Pantry in New Bedford is open to poor and homeless individuals in the area.

### **Coastline Elderly Services, Inc.**

1-866-274-1643 (Toll-free line for information)

(508) 999-6400 (Main line for information)

(508) 994-4265 (TDD line)

1646 Purchase St.

New Bedford, MA 02740

<http://www.coastlineelderly.org>

Coastline Elderly Services, Inc. is a multi-service agency for all elder concerns, needs, and services. As such, the agency serves people who are age 60 and older and who are financially- and need-eligible. Coastline serves residents of Acushnet, Dartmouth, Fairhaven, Marion, Mattapoisett, New Bedford, and Rochester and offers services that include adult day health, adult foster care, advocacy, home care services, behavioral health services, case management, and home-delivered and congregate meals. In the area of education, services include a chronic disease self-management program, Tai Chi for better balance, the Healthy Eating program, and money management. Coastline also offers transportation, utility assistance, support groups, and specialized housing referrals.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Southeastern Massachusetts region. Either of those listed can direct the user to other COAs in the region.

#### **Provincetown Council on Aging**

(508) 487-7080 (Office line for information)

2 Mayflower St.

#### **Plymouth Council on Aging**

(508) 830-4230 (Office line for information)

44 Nook Rd.

Provincetown, MA 02657

Plymouth, MA 02360

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, the Keep Moving walking clubs, recreation, computer access and computer classes, and lifelong learning classes. Under the administration of the MA Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, and volunteer opportunities.

**DOVE, Inc. (Domestic Violence Ended)**

1-888-314-3683 (Toll-free crisis Hotline)

(617) 471-1234 (Domestic violence crisis Hotline)

(617) 770-4065 (Community Advocacy & Prevention Services line)

P.O. Box 690267

Quincy, MA 02269

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

DOVE, Inc. offers services and support for victims of domestic violence—all adults who have been abused emotionally, financially, physically, and/or sexually. As a multi-service organization, DOVE provides crisis intervention, danger assessment, and safety planning as well as emergency shelter and legal advocacy and representation. All services are confidential and grounded in advocacy, and every effort is made to help victims overcome the sense of isolation and vulnerability.

**Duffy Health Center (DHC)**

(508) 771-9599 (Clinic line)

(508) 771-7517 (Administrative line)

94 Main St.

Hyannis MA 02601

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

Duffy Health Center strives to prevent and reduce homelessness on Cape Cod by providing primary health care integrated with case management. Specifically, DHC provides medical care, mental health and substance abuse treatment, case management, and housing services to people who are homeless or at risk of homelessness. Ongoing support and follow-up by Duffy's multidisciplinary team give clients the opportunity to break free from the cycle of homelessness and rejoin the larger community.

**Elder Services of Cape Cod and the Islands, Inc. (ESCCI)**

1-800-442-4492 (Toll-free line for information)

1-800-244-4630 (Toll-free line for information)

(508) 394-4630 (Office line for information)

68 Route 134

South Dennis, MA 02660

<http://www.escci.org>

Elder Services of Cape Cod and the Islands, Inc. is an Aging Services Access Point, an Area Agency on Aging, and an Aging and Disability Resource Consortium for the counties of Barnstable, Dukes, and Nantucket. ESCCI offers the following services: adult day health, adult foster care, advocacy, nutrition education, transportation, utility assistance, protective services, money management, congregate meals, case management, emergency assistance, home care services, opportunities for volunteering, multimedia outreach, nutrition counseling, home-delivered meals, and caring homes.

### **Falmouth Service Center (FSC)**

(508) 548-2794 (Office line for information)

611 Gifford St.

Falmouth, MA 02540

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

The Falmouth Service Center strives to ease stress, reduce hunger, and improve the quality of life for those in need. To this end, FSC offers a food pantry; a clothing room, where clients can find clothes that are in good condition and appropriate for the season; financial assistance; health care access; a community garden; cooking classes; and affordable housing units.

### **Father Bill's & MainSpring (FBMS)**

(508) 427-6448 (Administrative offices line)

(617) 770-3314 (Line for Father Bill's Place)

(617) 770-3314 x255 (Prevention Hotline)

(508) 587-5441 (Line for MainSpring House)

(508) 894-0292 (Veteran's Program line)

1-877-424-3838 (Toll-free National Call Center for Homeless Veterans)

1-800-273-8255 (Toll-free 24/7 VA Veterans Suicide Hotline)

38 Broad St. (Father Bill's Place)

Quincy, MA 02169

54 N. Main St. (MainSpring House; also the location of The Table)

Brockton, MA 02301

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

Father Bill's & MainSpring strives to help homeless people obtain a home by offering temporary shelter, identifying safe and affordable housing, and providing permanent housing with supportive services. Concurrently, FBMS works with guests who are homeless or at risk of homelessness to help them achieve self-sufficiency. The Table, run by FBMS, provides free healthy lunches to men and women six days a week (closed Tuesday). FBMS also offers a variety of supports to help veterans get back on their feet and rejoin their communities by providing the following services: emergency shelter, a transitional program with studio apartments and supportive services, permanent supportive housing for veterans, specialists to help veterans access services and benefits, the Peer-to-Peer program in collaboration with the regional Veterans Administration (VA) and Department of Veteran Services, and the U.S. Workforce program to help veterans prepare for and find employment.

### **Grace Veterans Center (GVC)**

1-800-273-8255 (Toll-free Veterans Crisis Line for crisis or emergency)

(508) 778-1590 (Main line for information)

569 Main St.  
 Hyannis, MA 02601  
<http://graceveterans.org>

The Grace Veterans Center is a branch of the Cape & Islands Veterans Outreach Center. The mission of the GVC is to work with all veterans support agencies and groups on the Cape to coordinate and expand, with greater efficiency, the services that are currently provided to veterans on Cape Cod. Those eligible for care at GVC include soldiers and airmen on active duty, soldiers and airmen in the National Guard, people in the Army Reserve, and retired/out-of-uniform veterans. Services include a combination of traditional and holistic healing: psychological counseling, Warrior Yoga, massage therapy, mindfulness, substance abuse interventions, mentoring, housing assistance, and referrals to Massachusetts General Home Base Program for Neuro Evaluations.

### **Guindon House**

(508) 778-4996 (Office line for information)  
 84 Bearses Way  
 Hyannis, MA 02601  
 (no website)

Guindon House is a transitional home for former inmates, all of whom are male. Guindon House provides structure, support, and referrals to help residents find jobs, defeat addictions, and regain their self-dignity. Residents are expected to look for a job, follow a curfew, and contribute toward rent.

### **Health Imperatives**

1-888-293-7273 (Toll-free Hotline after physical or sexual assault or fear of such violence)  
 (508) 894-2869 (TTY line for help after assault or fear of such violence)  
 (508) 588-8255 (24/7 Hotline; free, confidential counseling in sexual or domestic violence incidents)  
 (508) 583-3005 (Office line for information)  
 (508) 732-8981 or (508) 732-8982 (ACCESS—AIDS Comprehensive Care Education & Support Services)  
 942 West Chestnut St.  
 Brockton, MA 02301  
[www.hcsm.org](http://www.hcsm.org)

Health Imperatives is a community-based agency that offers a continuum of safety, prevention, and intervention services to families and individuals on the South Shore and Cape Cod and the Islands. Health Imperatives' mission is to improve the health and well-being of low-income or vulnerable populations. There are three particularly strong programs that would be appropriate for older adults: A New Day, PASS, and Penelope's Place. A New Day, formerly Womansplace Crisis Center, has offices in Brockton, Plymouth, and Quincy, where a victim of sexual assault or relationship violence can receive medical advocacy, legal advocacy, coping skills, and prevention education. PASS, or Plymouth AIDS Support Services, provides reintegration services to incarcerated and newly released people living with HIV, as well as educational information and referrals to agencies in Southeastern MA. People living with HIV who are not involved with the correctional system may also receive medical and/or case management services through Jordan Hospital's ACCESS program (see contact information above). Penelope's Place offers healing, a five-bedroom domestic violence shelter, and help in acquiring life skills to prepare for transitions to more independent living.

### **Housing Assistance Corporation (HAC)**

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

(508) 771-5400 (Main office line for information)  
 (508) 778-5255 (Line for NOAH Shelter/Day Center)  
 460 W. Main St., #1 (Office address)  
 77 Winter St. (NOAH Shelter and Day Center address)  
 Hyannis, MA 02601

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

The Housing Assistance Corporation offers a continuum of housing services that are designed to evolve with the changing needs of the community. HAC provides emergency shelter and meals, employment services, homelessness prevention assistance, and housing subsidies. HAC also offers consumer education, weatherizes and conducts energy rehabs for low-income properties, and develops affordable housing for seniors. The NOAH Shelter is HAC's emergency shelter for men and women who become homeless on Cape Cod. In addition to providing a safe place to sleep, the NOAH Shelter offers job-search and housing-search assistance, case management, legal clinics, and substance-abuse and mental-health counseling. The NOAH Shelter recently opened the NOAH Day Center for homeless women and men who are not abusing substances or using alcohol.

### **Old Colony Elder Services, Inc.**

1-800-922-2275 (Elder Abuse Hotline)  
 (508) 584-1561 (Main line for information)  
 (508) 587-0280 (TTY line for information)  
 144 Main St.  
 Brockton, MA 02301

<http://www.oldcolonyelderservices.org>

Old Colony Elder Services, Inc. is an Aging Services Access Point that serves people age 60 and older and disabled individuals who live in the following cities and towns: Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Lakeville, Marshfield, Middleborough, Pembroke, Plymouth, Plympton, Rockland, Stoughton, Wareham, West Bridgewater, and Whitman. Old Colony strives to help elders and disabled people to live with dignity and independence by providing information and services that promote healthy, safe living. Services include, but are not limited to, an individualized care plan, companionship, fuel assistance, minor home repair, medical transportation, emergency medical needs, referral, adult day health, personal care, home-delivered meals, food shopping, supportive day care, supportive housing, wellness programs, and protective services.

### **Quincy Community Action Programs, Inc. (QCAP)**

(617) 479-8181 (Main office line)  
 (617) 479-8181 x374 (Financial Literacy Education and Individual Development Account Program)  
 (617) 479-8181 x313 (Facility and Property Director's line)  
 (617) 471-0796 (Emergency Food Center; line for help with application for Food Stamps)  
 1509 Hancock St.  
 Quincy, MA 02169

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

Quincy Community Action Programs, Inc. helps low- and moderate-income people improve the quality of their lives by offering them services during a financially difficult time. For example, QCAP offers a range of programs that help people save money on their heating costs through the Fuel Assistance

program, which pays a portion of their annual winter heating costs, and the Energy Conservation program, which helps lower heating costs and improves efficiency. QCAP also helps individuals with limited resources by providing emergency food and helping them apply for food stamps. QCAP's Housing Program offers emergency rent assistance and affordable housing, including single occupancy rooms and one- and two-bedroom apartments.

### **South Shore Elder Services, Inc. (SSES)**

1-800-922-2275 (Toll-free Elder Abuse Hotline open nights and weekends; otherwise, call main line)

(781) 848-3910 (Main line for information and referral)

(781) 356-1992 (TDD line for information and referral)

1515 Washington St.

Braintree, MA 02184

<http://www.sselder.org>

South Shore Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves people age 60 and older and people with disabilities in the following communities: Braintree, Cohasset, Hingham, Holbrook, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth. SSES strives to promote and maintain an optimal level of elder independence through the coordination of resources and advocacy; it also aims to promote personal choice and self-determination based on the elder's culture and lifestyle. To carry out its mission of maintaining an elder's independent and well-being, SSES offers resources that include home-delivered meals, personal care, the Friendly Visitor Program that helps to alleviate loneliness, health insurance counseling, and money management.

### **Veterans Transition House (VTH)**

(508) 992-5313 (Main office line for information; speak with a staff member)

20 Willis St.

New Bedford, MA 02740

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

Veterans Transition House provides homeless and at-risk veterans in the Massachusetts South Coast area with shelter and services that have a special focus on healing from substance abuse and learning new life skills. The VTH offers the following Veterans Assistance programs: relapse prevention through the development of positive coping skills to resist a return to substance use; alcohol/drug education to offer clients information and an opportunity to participate in discussion groups about the effects of alcohol and drugs on the individual, including common medical problems associated with substance abuse; education around mental health and treatment for common mental health issues; exercise and education about the role of exercise and nutrition in physical health; vocational training, including basic computer skills training, referrals, and employer resources in the South Coast area; and transportation to a medical appointment at the VA.



## **HOUSING: WESTERN MASSACHUSETTS**

### **Berkshire Community Action Council, Inc. (BCAC)**

1-866-216-6200 (Toll-free line)

(413) 445-4503 (Pittsfield office line for information)

(413) 663-3014 (North County office line in North Adams)

1531 East St. (Main office location)

Pittsfield, MA 01201

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

Berkshire Community Action Council is the anti-poverty Community Action Agency for Berkshire County. BCAC helps the low-income, elderly, and working poor of Berkshire County to achieve self-sufficiency and sustainability. To minimize the impact of poverty on people's lives, BCAC offers the following services: energy conservation services to reduce heating costs, transportation for individuals with disabilities, emergency repairs/replacements, fuel assistance through the federally funded Low Income Home Energy Assistance Program, and Project RECONNECT, which seeks to empower disadvantaged individuals through workforce development programming, advancing educational progress, and encouraging community engagement.

### **Berkshire Veterans' Residence**

(413) 584-4040 x2288 (VA Central Western MA Healthcare System; put in extension # to obtain information about housing)

360 West Housatonic St.

Pittsfield, MA 01201

(No website)

Berkshire Veterans' Residence provides transitional and supportive housing for veterans of all eras.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Western Massachusetts region. Either of those listed can direct the user to other COAs in the region.

#### **Pittsfield Council on Aging**

(413) 499-9346 (Office line for information)

330 North St.

Pittsfield, MA 01201

#### **Amherst Council on Aging**

(413) 259-3114 (Office line for information)

70 Boltwood Walk

Amherst, MA 01002

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, the Keep Moving walking clubs, recreation, computer access and computer classes, and lifelong learning classes. Under the administration of the MA Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for

socializing, learning, wellness, and volunteer opportunities.

**Elder Services of Berkshire County, Inc. (ESBC)**

1-800-544-5242 (Toll-free line for information)

(413) 499-0524 (Information and referral line; line for intake)

877 South St., Suite 4E

Pittsfield, MA 01201

<http://www.esbci.org>

Elder Services of Berkshire County, Inc. provides home care services to people who are 60 and older and those who are under 60 and Medicaid eligible for special programs. Please note that some programs have income guidelines. ESBC serves elders in all cities and towns in Berkshire County and strives to enable elders to maintain their dignity and independence by providing a large variety of services and programs. These services and programs include in-home care, transportation, trainings and education programs, nursing home screenings, monthly Berkshire Senior Newspaper, monthly Berkshire Senior TV program, Farmers Market coupons during the summer, protective services, adaptive equipment, adult day health, adult foster care, behavioral health services, case management, congregate meals, employment assistance, goods and services, home-delivered meals, money management, nutrition counseling, volunteer shopper, and coordination of care.

**Family Life Support Center, Inc. (FLSC)**

(413) 743-7957 (Main office line)

(413) 743-7957 x10 or x12 (Housing Coordinator's line)

395 Old Columbia St. (Business address)

P.O. Box 54 (Mailing address)

Adams, MA 01220

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

Family Life Support Center strives to reduce homelessness and its causes in Northern Berkshire County by providing transitional and permanent housing solutions for the homeless. FLSC's Louison House is a transitional housing shelter that admits clients who meet the federal standard for being considered homeless and have documentation such as an eviction letter. Supportive services for these clients include case management, budget/financial counseling, education/career planning, job/housing search assistance, and life-skills training. The Representative-Payee Program is designed to help Social Security recipients who are required to have an individual or organizational payee manage their finances. The Supportive Services Only Program provides supportive services to clients who have exited FLSC's housing programs or are at-risk of becoming homeless.

**Franklin County Home Care Corporation (FCHCC)**

1-800-922-2275 (Toll-free 24/7 Hotline to report elder abuse or neglect)

1-800-732-4636 (Toll-free Information and Caregiver Resource Center, or ICRC)

(413) 773-5555 (Line for Information and Caregiver Resource Center, or ICRC)

(978) 544-2259 (ICRC line)

(413) 772-6566 (TTD line for ICRC)

330 Montague City Rd.

Turners Falls, MA 01376

<http://www.fchcc.org>

The Franklin County Home Care Corporation is an Aging Services Access Point and an Area Agency on Aging, which serves the towns of Franklin County. FCHCC is committed to serving a diverse population, preventing or postponing the need for institutional care among elderly and disabled people, and advocating for their needs. FCHCC offers the following on-line resources: a home-repair guide and “The Good Life: News for Elders, Caregivers, and Persons with Disabilities”, “The Silverline: A Directory of Resources for Elders, Caregivers, and Persons with Disabilities” (for hard copy, call one of the ICRC lines listed above), and menus for Meals on Wheels and Dining Centers.

### **Friends of the Homeless (FOH)**

(413) 732-3069 (Office line for information and assistance)

(413) 734-7140 (FOH clinic line; call for hours; health care available Mon.-Sat. on walk-in basis)

(413) 731-9575 (Line for information about dental care)

755 Worthington St. (Administrative offices, Resource Center, dining facility, and women's shelter)

769 Worthington St. (Men's shelter; nursing and dental care available at this location)

Springfield, MA 01105

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

Friends of the Homeless provides homeless individuals separate women's and men's overnight shelters, which are equipped with telephones, showers, and laundry facilities. In addition, FOH offers shelter guests three basic meals each day and a Resource Center, open seven days a week. At the Resource Center, men and women can participate in classes and activities and have access to computers and computer training. FOH case managers and professionals from other agencies work with clients to help them remove obstacles to gaining permanent housing. The Health Care for the Homeless program operates a clinic at FOH, where individuals can access nursing and dental care.

### **Greater Springfield Senior Services, Inc. (GSSSI)**

(413) 781-8800 (Main line for information and referral)

(413) 272-0399 (TDD/TTY line for information and referral)

66 Industry Ave., Suite 9

Springfield, MA 01104

<http://www.gsssi.org>

Greater Springfield Senior Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the communities of Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, and Wilbraham. GSSSI's mission is to keep people who are age 60 and older and people who have disabilities at home safely and independently by providing assistance and access to a comprehensive range of services, which include case management, home care, home-delivered meals, senior community dining, money management, congregate housing, and adult day care.

### **Greater Westfield MA Committee for the Homeless, Inc.**

(413) 568-3122 (Office line for information)

7 Free St.

Westfield, MA 01085

(no website)

The Greater Westfield MA Committee for the Homeless provides emergency shelter for homeless individuals. Staff also assist guests in their search for more permanent housing.

**HAPHousing**

(413) 233-1500

322 Main St., Suite 1

Springfield, MA 01105

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

HAPHousing offers affordable housing opportunities, education, and support to people in Hampden and Hampshire counties. The housing stock for individuals includes single person occupancy units as well as housing for those with special needs. HAPHousing is accepting applications for the Stevens Memorial Senior Housing in Ludlow, where studio and one-bedroom units will open in October, 2014. Tenants of these units will be selected by lottery from applications that are received by July 1, 2014.

**Highland Valley Elder Services**

1-800-322-0551 (Toll-free line for information)

(413) 586-2000 (Main line for information)

320 Riverside Dr., Suite B

Florence, MA 01062

<http://www.highlandvalley.org>

Highland Valley Elder Services is a state-designated Aging Services Access Point and a federally designated Area Agency on Aging that serves people age 60 and older and individuals with disabilities. Highland Valley strives to serve older adults through collaboration, education, advocacy, and a range of programs designed to support them safely where they live. Programs include money management, home-delivered meals, Community Dining Centers, employment services, protective services, and daily living assistance with personal care, meals, and laundry. Highland Valley serves the following areas: Amherst, Blandford, Chester, Chesterfield, Cummington, Easthampton, Goshen, Granville, Hadley, Hatfield, Huntington, Middlefield, Montgomery, Northampton, Pelham, Plainfield, Russell, Southampton, Southwick, Tolland, Westfield, Westhampton, Williamsburg, and Worthington.

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

(413) 734-5476 (Office line for information)

(413) 785-5288 (TTY line)

995 Worthington St.

Springfield, MA 01109

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

The Mental Health Association provides residential and support services for people impacted by mental illness, developmental disabilities, substance abuse, and homelessness. The Mental Health Division of MHA provides Community Based Flexible Supports services for adults. The MHA's residential continuum includes specialty programs that address the co-existent diagnoses of mental illness, trauma, and substance abuse. MHA also offers a range of supported living and community-based residential models to meet the needs of individuals with developmental disabilities.

**Puerto Rican Veterans' Association of Massachusetts, Inc.**

DBA Springfield Bilingual Veteran Outreach Center

(413) 731-0194 (Main office line)

281 Franklin St.

Springfield, MA 01107

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

The Cpl. Zayas Bilingual Veterans Outreach Center is committed to serving the basic needs of veterans. The Outreach Center can provide assistance in applying for veterans benefits. The Center also can provide clothing; make referrals for housing, employment, and MassHealth; provide legal assistance; and obtain counseling services for veterans and their families, including drug and alcohol counseling.

### **ServiceNet, Inc.**

(413) 585-1300 (Office line for information)

129 King St.

Northampton, MA 01060

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

ServiceNet provides clinical, residential, rehabilitative, recovery, and support services for adults. Programs include outpatient behavioral health services, which provide counseling and psychiatry; home health care; and rehabilitative and residential programs for adults with substance abuse, mental health, and cognitive issues. The Developmental and Brain Injury Division of ServiceNet provides a continuum of community residential and support programs, including shared living arrangements and supported apartments. This division also offers a vocational day program, a brain injury social recreation program, and a landscaping business for those who are prepared for a competitive work experience. For individuals who are in the early stages of substance abuse recovery, ServiceNet offers transitional residences that provide a lightly structured, drug-free environment, which is maintained through 24-hour staffing and case management services. For people with mental health and cognitive challenges, ServiceNet's Wellness Coalition seeks to improve their health by equalizing access to quality health care through reducing stigma associated with these challenges.

### **Soldier On**

1-866-406-8449 (Toll-free line for information about Leeds Soldier On)

(413) 236-5644 (Office line in Pittsfield)

(413) 582-3059 (Office line in Leeds)

(413) 584-4040 x2288 (Soldier On line at the Northampton VA Medical Center; house for women vets)

360 W. Housatonic St.

Pittsfield, MA 01201

Northampton VA Medical Center

421 N. Main St., Building 6

Leeds, MA 01053

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

Soldier On in Pittsfield provides veterans with emergency and transitional housing as well as support services. These services include case management, mental health counseling, substance abuse treatment, employment and educational assistance, and transportation to and from appointments. The Pittsfield facility also has permanent housing units with support services. Soldier On has a house on the Northampton VA Medical Center campus that is especially for women veterans (see phone # above). The program there provides resident women vets with medical services as well as treatment for recovery from drug and alcohol addictions.

**Turner House Living Center for Veterans, Inc.**

(413) 458-8234 (Office line for information)

825 Simonds Rod.

Williamstown, MA 01267

[www.learning-in-action.williams.edu/files/TurnerHouseInfo.pdf](http://www.learning-in-action.williams.edu/files/TurnerHouseInfo.pdf)

The Turner Housing Living Center For Veterans, Inc. provides transitional housing for homeless veterans who generally come from shelters, detoxification and rehabilitation centers, hospitals, and VA facilities. The program's purpose is to provide veterans with shelter, food, and other necessities and to assist them to work toward dealing with and overcoming the issues and problems that have caused their homelessness. Each resident is assigned a case manager who helps the veteran draw up a list of personal goals whose achievement will lead, eventually, to self-sufficiency. This case manager counsels, coaches, and makes contacts with outside agencies such as the VA, substance abuse and mental health agencies, doctors, training and employment services, and other social service organizations in the community that are needed to assist the veteran. In-house therapeutic recovery groups are held to help residents acquire new skills for living healthy sober lives. As a resident becomes ready for independent living, his or her case manager assists the resident in getting a housing subsidy and an appropriate apartment. The case manager also makes sure that the resident has the resources necessary to furnish the apartment and has a strong aftercare program in place, usually within the community. Residents also are encouraged to come back to the Turner Housing Living Center to visit and to attend special events.

**Western Massachusetts Sober Living Alliance, Inc.**

(413) 233-0247 (Office line)

53 Tilton St.

Springfield, MA 01109

[www.wmslai.blogspot.com](http://www.wmslai.blogspot.com)

The mission of the Western Massachusetts Sober Living Alliance is to provide a safe living environment for individuals who want to achieve and maintain an alcohol- and drug-free life. The Alliance aims to establish a group of sober houses and transitional living programs that will provide services for individuals who are suffering from addiction and/or co-occurring disorders and to assist them in transitioning to a positive, productive, and sustainable life style.

**WestMass Elder Care, Inc. (WMEC)**

1-800-462-2301 (Toll-free Hotline for answers to elders' questions)

(413) 538-9020 (Main line for information and referral)

4 Valley Hill Rd.

Holyoke, MA 01040

<http://www.wmelder-care.org>

WestMass Elder Care, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the communities of Belchertown, Chicopee, Granby, Holyoke, Ludlow, South Hadley, and Ware. WMEC strives to preserve the dignity, independence, and quality of life of people age 60 and older and disabled persons who want to remain within their own community. To meet these goals, WMEC offers services and resources that include, but are not limited to, the following: options counseling (free, short-term planning service), home care (services to allow frail elders to remain in their own homes), money management, and food and nutrition services with opportunities to socialize.

## **HEALTH and SAFETY: CENTRAL MASSACHUSETTS**

### **BayPath Elder Services**

1-800-287-7284 (Toll-free line for information)  
(508) 573-7200 (Office line for information) management  
33 Boston Post Road West  
Marlborough, MA 01752  
<http://www.baypath.org>

BayPath Elder Services is an Aging Services Access Point and an Area Agency on Aging. BayPath serves the areas of Ashland, Dover, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Natick, Northborough, Sherborn, Southborough, Sudbury, Wayland, and Westborough. BayPath offers a variety of services, including abuse and protection services, adult day health, adult foster care, behavioral health services, computer training, congregate meals, chronic disease self-management programs, grocery shopping and delivery, home delivered meals, health education, money management, nutrition counseling and nutritional assessment, fitness, home repair, recreation, referral for specialized housing, and transportation.

### **The Bridge House of New England Aftercare Ministries**

(508) 872-6194 (Main office line with extensions given for Admissions and for House Manager's office)  
1-800-276-5578 (Toll-free line to New England Aftercare Ministries)  
18-20 Summit St.  
Framingham, MA 01702  
[www.newenglandaftercareministries.wordpress.com](http://www.newenglandaftercareministries.wordpress.com)

The Bridge House of New England Aftercare Ministries is a faith-based recovery home for male criminal justice clients and men with substance abuse problems. The program at the Bridge House provides individual treatment planning, along with counseling, to support the spiritual, physical, social, and intellectual health of each person in recovery. Participating in the new Treatment Model, the men in the Bridge House program come to feel that they have a stake in their own recovery.

### **Central Massachusetts Agency on Aging, Inc.**

1-800-244-3032 (Toll-free V/TDD line for information)  
(508) 852-5539 (V/TDD line or information and referral)  
360 West Boylston St.  
West Boylston, MA 01583  
<http://SeniorConnection.org>

The Central Massachusetts Agency on Aging, Inc. is an Area Agency on Aging that provides service to the communities of Ashburnham, Ashby, Auburn, Ayer, Barre, Bellingham, Berlin, Blackstone, Bolton, Boylston, Brookfield, Charlton, Clinton, Douglas, Dudley, East Brookfield, Fitchburg, Franklin, Gardner, Grafton, Groton, Hardwick, Holden, Hopedale, Hubbardston, Lancaster, Leominster, Lunenburg, Medway, Mendon, Milford, Millbury, Millville, New Braintree, North Brookfield, Northbridge, Oakham, Oxford, Paxton, Pepperell, Princeton, Rutland, Shirley, Shrewsbury, Southbridge, Spencer, Sterling, Sturbridge, Sutton, Templeton, Townsend, Upton, Uxbridge, Warren, Webster, West Boylston, West Brookfield, Westborough, Westminster, Winchendon, and Worcester. The Agency on Aging strives to enhance the quality of life for people age 60 and older by providing resources, coordination of services, and advocacy. It offers its clients a lending library, options counseling, on-line articles of



medical interest such as the use of exercise to manage stress and ways to manage the pain of a chronic disease, and the LGBT Elder Network, or WLEN in Worcester. The WLEN is a network of LGBT individuals and their friends and allies, as well as providers and administrators of aging services and long-term care professionals. Regular events include a monthly social for LGBT people age 50+ and the Rainbow Lunch Club for people age 60 and older.

### **Community Healthlink, Inc. (CHL)**

(508) 860-1000 (Office line)

72 Jacques Ave. (Office)

162 Chanler St. (Homeless Outreach & Advocacy Program's primary care clinic)

Worcester, MA 01610

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

Community Healthlink strives to promote the physical and mental health of adults experiencing mental illness, addiction, or homelessness. The Homeless Outreach & Advocacy Project (HOAP) links the region's homeless to mental health screenings, counseling, and medicines. Case Management staff help clients enroll in health insurance programs, access health care and social security benefits, and resolve other benefits issues. HOAP also offers two transitional housing programs for chronically homeless adults: Safe Haven, where clients with dually diagnosed mental illness and substance abuse issues are assisted in obtaining medical, psychological, and financial stability, and Oasis House, which treats and houses clients with severe and persistent mental illness for up to two years. CHL's Geriatric Mental Health program offers the following benefits to elders: recognizing signs/symptoms of mental illness, accessing needed treatment, and providing mental health services for homebound elders.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Central region. Either of those listed can direct the user to other COAs in the region.

#### **Framingham Council on Aging**

(508) 532-5980 (Office line for information)

535 Union Ave.

Framingham, MA 01702

#### **Worcester HHS/Division of Elder Affairs**

(508) 799-1232 (Office line for information)

128 Providence St.

Worcester, MA 01604

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

**Elder Services of Worcester Area, Inc. (ESWA)**

1-800-243-5111 (Toll-free line for information)

(508) 756-1545 (Main line for information and referrals)

(508) 852-3205 (Line for information Protective Services and Nutrition Program)

(774) 312-7291 (TTY line)

67 Millbrook St., Suite 100

Worcester, MA 01606

<http://www.eswa.org>

Elder Services of Worcester Area, Inc. is an Aging Services Access Point for elders over age 60 and younger disabled individuals who are frail. ESWA serves the following areas: Auburn, Barre, Boylston, Grafton, Hardwick, Holden, Leicester, Millbury, New Braintree, Oakham, Paxton, Rutland, Shrewsbury, West Boylston, and Worcester. ESWA strives to provide frail elders with services in the home that will enable them to live independently, thereby preventing the need for institutional care. ESWA services include, but are not limited to, home-delivered meals, senior companions, financial services, social day care, home health, adaptive housing, group adult foster care, chronic disease self-management, emergency assistance, educational programs, email contact, and homemaker services.

**Jeremiah's Inn**

(508) 755-6403

1059 Main St.

Worcester, MA 01603

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

Jeremiah's Inn is a social model recovery program for men. It is a program of experiential learning that is peer oriented. Residents work with case managers to develop individual service plans. They share rooms, receive meals, have access to clothing, and participate in programs and services. Residents must pay a small daily fee to help offset the cost of the program. This fee can come from food stamps or participation in the Resident Work Program. The eligibility criteria for entry to the program include being clean and sober for at least 30 days before admission, having a stable medical/ mental health status, having received a substance abuse/misuse diagnosis, being a resident of MA, and having a desire to stay clean. Priority is given to homeless men and to those with criminal justice referrals.

**MetroWest Legal Services**

1-800-696-1501 (Toll-free TTY/TDD line)

(508) 620-1830 (TTY/TDD office line)

63 Fountain St., Suite 304

Framingham, MA 01702

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

MetroWest Legal Services provides legal advocacy to protect and advance the rights of the poor, elderly, and disabled in the MetroWest area. Its priority cases include housing, homelessness, unemployment, education, elder law, health care access, domestic violence, and immigration assistance for victims of abuse.

**Montachusett Opportunity Council, Inc. (MOC)**

(978) 345-7040 (Main office line for information)

(978) 342-6259 (Nutrition line)

(978) 343-5706 (Line for information about housing and eligibility requirements)

133 Prichard St.

Fitchburg, MA 01420

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

The Montachusett Opportunity Council is the designated community action agency for 30 communities in the North Central region of MA. MOC's mission is to alleviate poverty and create healthy communities by providing services, coordinating community resources that promote self-sufficiency, and advocating for social change. Services include education, workforce development, nutrition, health, community services, and housing and homelessness services. MOC's Elder Nutrition program provides a variety of meals programs to individuals age 60 years and older. The program enables them to live on their own instead of in a nursing facility. In addition, it promotes better health, reduces isolation, and offers elders the opportunity to live in dignity. Programs include community dining and home-delivered meals, other food assistance such as Brown Bag Meals, farmers market coupons, and SNAP (formerly known as Food Stamps). MOC's Housing and Emergency Services provides intake, assessment, referral, and case management to help low-income clients connect with a broad range of programs and resources, and find and maintain housing.

**Our Father's House**

(978) 345-2256 (Main office line)

(978) 345-3050 (Line for shelter; call after 3 p.m.)

(978) 855-5184 (Line for Director of Homeless Services; line for mobile outreach unit)

199 Summer St. (Administrative office)

P.O. Box 7251 (Mailing address)

Fitchburg, MA 01420

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

Our Father's House consists of several programs and buildings. The Emergency Shelter is a dry shelter that provides meals, housing search, and advocacy services to homeless men and women. Each guest meets with a case manager on a weekly basis and is expected to participate in his/her service plan. Length of stay is determined on an individual basis. The Lunenburg Street Transitional Shelter Program for Women offers homeless women the opportunity to participate in a program for up to six months. By involving the women in the operation of the program—food shopping, cooking, cleaning, and addressing underlying problems that contribute to their homelessness—Our Father's House is able to reduce the rate of return to shelter. A permanent Housing Program for Homeless Men in Recovery provides case management and is located on Leighton Street. Modeled on the Leighton Street plan, Elizabeth House on Mechanic Street provides transitional housing to homeless women in recovery.

**South Middlesex Opportunity Council (SMOC)**

(508) 620-2300 (SMOC administrative office line)

(508) 872-4853 (SMOC TTY line)

(508) 460-9699 (Line for Marlborough Resource Center)

(508) 757-8331 (Line for Greater Worcester Housing Connection)

(508) 788-3663 (Line for MetroWest Harvest for donated and prepared food)

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

(508) 620-1230 (Energy and Financial Assistance line; toll-free # 1-800-286-6776)

(508) 626-8686 (Emergency Hotline in case of domestic or sexual violence; toll-free # 1-800-593-1125)

7 Bishop St., 2<sup>nd</sup> Floor

Framingham, MA 01702

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

The South Middlesex Opportunity Council is an umbrella organization that strives to improve the quality of life of low-income and disadvantaged individuals by advocating for their needs and rights, providing services, and building a community of support. As a multi-service agency, SMOC offers four main areas of programming: nutrition, employment and education, behavioral health services, and comprehensive housing services that include meeting the housing needs of homeless and formerly homeless individuals in the greater Worcester region.

### **Tri-Valley, Inc.**

1-800-286-6640 (Toll-free line for information)

(508) 949-6640 (Main line for information and referral)

10 Mill St.

Dudley, MA 01571

<http://www.trivalleyinc.org>

The mission of Tri-Valley, Inc. is to help seniors age 60 and older and people with disabilities to live independently with dignity in their own homes or in a setting of their choice in the following communities: Bellingham, Blackstone, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Hopedale, Medway, Mendon, Milford, Millville, North Brookfield, Northbridge, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Upton, Uxbridge, Warren, Webster, and West Brookfield. In order to promote an optimal level of independence, dignity, and well-being, Tri-Valley provides information, advocacy, and access to services and resources as well as caregiver support. Services include, but are not limited to, help in balancing a checkbook and setting up a budget, crisis intervention, protective services, home care, emergency food assistance, home-delivered meals, adult day care, volunteering opportunities, and programs for healthy aging such as 'A Matter of Balance', 'Healthy Eating for Successful Living in Older Adults', and chronic disease self-management.

### **Veterans Inc.**

1-800-482-2565 (Toll-free line for any veteran in need)

69 Grove St.

Worcester, MA 01605

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

Veterans, Inc. strives to provide for the needs of all veterans, regardless of gender, the time during which the veteran served, physical or mental disability, or addiction to substances. Veterans, Inc. provides for a veteran's needs within a culture that affirms the individual's dignity and promotes self-determination and independence. A veteran may apply for services by going to the Veterans Inc. website and clicking on the words "Apply for Services" on the home page. This will take him or her to a two-page application form that may be faxed to the Grove Street office.

**Veterans Inc. Housing and Outreach Center**

(508) 791-3286 (Main line for information)

6 Sheridan St.

Worcester, MA 01610

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

The goal of Veterans Inc. Housing and Outreach Center is to end chronic homelessness among veterans of all wars. Reaching this goal requires a holistic approach that addresses the 'total victim' and his or her needs. For this reason, housing must come with a full range of support services, including meals, an employment and training program, legal and medical advice, and special services related to PTSD, substance abuse, or other challenges faced by veterans. Intensive case management and counseling are provided to help veterans re-gain control of their lives.

**Veterans Outreach Center – Metrowest**

(508) 460-9993 (Office line for information)

255 Main St., Suite 213

Marlborough, MA 01752

(no website)

The Veterans Outreach Center is a drop-in center that offers the following services to veterans of all eras: bus or train passes, a group for disabled veterans led by a psychiatrist, a food pantry, a clothing closet, and group meetings for all veterans. There is also someone on hand to assist veterans in filing for their federal and state veterans benefits.

**Worcester Homeless Action Committee (WHAC)**

(508) 736-4911 (Office line for information)

P.O. Box 30125 (Mailing address)

Worcester, MA 01609

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

The Worcester Homeless Action Committee is a policy and advocacy organization that endorses sensible solutions to homelessness in the community. These solutions include supporting the creation of better housing opportunities for homeless people as well as working to build new structures of restorative justice in the criminal justice system and maximizing energy efficiency measures in shelter and housing to ensure funds can be utilized for programs for the homeless. WHAC also supports the establishment of drug courts as an alternative sentencing structure, whereby drug offenders receive treatment rather than a jail sentence and, when released from treatment, are less likely to become homeless than when encountering the stigma of release from jail. The *WHAC Discharge Planning Guide* is a compilation of housing programs and resources available throughout Massachusetts for people exiting institutions such as jails, prisons, or hospitals. In addition to being an advocacy organization, WHAC runs drives to provide food and winter coats to homeless individuals.

**Worcester LGBT Elder Network (WLEN)**

(508) 756-1545 (Main line for Elder Services; ask for extension 339)

1-800-243-5111 (Toll-free line)

Elder Services of Worcester Area (ESWA)

67 Millbrook St., Suite 100

Worcester, MA 01606

<http://www.seniorconnection.org/wlen.htm>

The Worcester LGBT Elder Network is a community of LGBT individuals and their friends and allies as well as providers and administrators of aging services and long-term care professionals. WLEN works collaboratively to promote access to education, support, resources, and social opportunities for LGBT individuals. WLEN sponsors regular programs to inform elders and their caregivers about new developments in the field of aging as well as provide connections to services that can help individuals regain or maintain their independence. Periodically, WLEN sponsors social events for LGBT people over age 50. Twice a month the Rainbow Lunch Club offers LGBT seniors over age 60 a nutritious meal and an opportunity to socialize with friends and take part in various activities. The cost is \$2.50 and the meeting place is the Unitarian Universalist Church at 90 Holden Street in Worcester.

### **Worcester Vet Center**

(508) 753-7902 (Main line for information)

691 Grafton St.

Worcester, MA 01604

(no website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

## **HEALTH and SAFETY: GREATER BOSTON**

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

(617) 348-6000 (Line for general inquiries)

(617) 423-9215 (TTY line)

(617) 348-6340 (Line for Director of Elder Services)

1-800-243-4636 (Toll-free line to schedule an appointment with a SHINE Counselor; press #3)

ABCD Central Office

178 Tremont St. (Across from Boston Common)

Boston, MA 02111

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

Action for Boston Community Development provides basic services and programs that help empower individuals in Boston to overcome poverty. To that end ABCD's Elder Service Department offers programs designed to help citizens who are 55 and older maintain healthy, financially secure, and independent lifestyles. ABCD partners with the Massachusetts Executive Office of Elder Affairs to offer the SHINE (Serving the Health Information Needs of Elders) Program, a state health insurance assistance program whose counselors provide free health insurance information, counseling, and assistance to Massachusetts residents with Medicare.

### **Adbar Ethiopian Women's Alliance**

(617) 234-8981 (Office line for information)

1151 Massachusetts Ave.

Cambridge, MA 02138

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

The Adbar Ethiopian Women's Alliance is a grassroots organization that assists and empowers immigrant and non-immigrant low-income women by offering the following services: literacy as a tool for personal growth and social change; leadership development; a women's monthly support forum over dinner and coffee; advocacy on issues such as domestic violence, human trafficking, housing, family unification, immigration, and mental illness; and cross-cultural networking to help women break the barriers of race, religion, sexual orientation, and social and economic background. Adbar publishes the quarterly magazine *Mela*, which serves as an advocacy tool for immigrant and other marginalized women, writers, and poets. *Mela* is also an on-line publication.

### **Back on My Feet Boston**

(215) 350-4108 (Office line)

The Comcast Building

426 East 1<sup>st</sup> St.

Boston, MA 02127

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

Back on My Feet Boston uses the discipline of running to help those experiencing homelessness to change the way they see themselves. Through this change in self-image, individuals experiencing homelessness can make the kind of change in their lives that results in employment and independent living. Running creates self-sufficiency and leads to personal transformation. Dedication to the Back on My Feet program leads to access to training, employment, and housing resources.



**Bedford Veterans Quarters (BVQ)**

(781) 275-6296 (Main office line)

(781) 843-1242 x24 (Line for information and application)

200 Springs Rd., Building #5

Bedford, MA 01730

[http://www.bedford.va.gov/news/Bedford\\_Veterans\\_Quarters.asp](http://www.bedford.va.gov/news/Bedford_Veterans_Quarters.asp)

The Bedford Veterans Quarters is affordable and permanent housing for homeless veterans in a renovated building on the grounds of the VA Medical Complex. (Note: Most of the 60 units receive Section 8 benefits.) Each resident at the BVQ has a private furnished room and shares common bathrooms, kitchens, and living rooms. This includes a private furnished room for each of the women veterans. Staff are on-site 24/7 and counseling services are available. BVQ is a smoke- and alcohol/drug-free building. To be eligible for housing in one of the BVQ units, veterans must have completed their military service with either an honorable or general discharge as shown on their DD 214 and must be clean and sober for at least 120 days.

**Boston Alcohol and Substance Abuse Programs, Inc. (Boston ASAP)**

(617) 482-5292 (Line for scheduling an intake with a clinician)

29 Winter St.

Boston, MA 02108

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

Boston Alcohol and Substance Abuse Programs, Inc. is an outpatient alcohol and drug treatment clinic. Licensed by the Massachusetts DPH, Boston ASAP also offers substance abuse and gambling addiction classes and counseling. A multidisciplinary treatment team delivers services in English, Spanish, and Vietnamese as well as interpretive services for most other languages, including sign language. Licensed therapists in the new Mental Health Clinic use both traditional and creative therapeutic techniques to bring about desired behavioral change. Therapists also help clients develop practical tools for maintaining resiliency and improving coping skills. While there are fees for services, Boston ASAP accepts the following insurances: MassHealth, Tufts Health Plan, and Neighborhood Health Plan.

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

(857) 654-1000 (Main line for administrative offices and information)

(857) 654-1760 (Admissions line for Barbara McInnis House)

(857) 654-1317 (Line for adult outpatient referral to behavioral health services)

(857) 654-1885 (Line for referrals to dental clinic)

(857) 654-1791 (Pharmacy line for patients who receive primary care from BHCHP)

780 Albany St.

Boston, MA 02118

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

The mission of the Boston Health Care for the Homeless Program is to provide or assure access to quality health care for Boston's homeless men and women. BHCHP uses an integrated model of care that unites nurses, physicians, case managers, and mental health specialists in a close collaboration to provide care to patients in a variety of settings: in shelters across the city, on the street, at the Barbara McInnis House, and in outpatient clinics. Staff at BHCHP provide case management, nursing care, and behavioral health care in homeless shelters. Staff use a combination of behavioral health care and primary care to treat patients who have a mental illness or substance abuse problem. BHCHP staff also

offer dental care, respite care, and care for patients with chronic diseases like HIV and diabetes. The Barbara McInnis House offers end-of-life care for undocumented and homeless patients.

### **Boston Public Health Commission (BPHC)**

(617) 534-5395 (Line for Boston Public Health Commission)

(617) 534-9799 (TTY line for Boston Public Health Commission)

(617) 534-2526 (Homeless Services line)

(617) 534-2710 (Line for Emergency Shelter Department)

(617) 534-7100 (Woods-Mullen Shelter line)

(617) 534-6100 (Long Island Shelter line)

(617) 534-6187 (Line for information about Wyman Community Re-entry Program)

(617) 524-5967 (Line for information about and application for the Community Housing Programs)

1-800-847-0710 (Toll-free Mayor's Health Line)

(617) 534-5050 (Mayor's Health Line)

1010 Massachusetts Ave., 6<sup>th</sup> Floor

Boston, MA 02118

[www.bphc.org/whatwedo/homelessness/Pages/Homelessness.aspx](http://www.bphc.org/whatwedo/homelessness/Pages/Homelessness.aspx)

The Boston Public Health Commission maintains two large shelters—Woods-Mullen in the South End and the Long Island Shelter on Long Island in the Boston Harbor. The organic farm at the Long Island Shelter produces fresh produce, which helps provide daily meals to the homeless while offering employment training to the clients that help operate it. BPHC's Wyman Community Re-entry Program offers a safe environment with case management, substance abuse counseling, job training, and criminal/legal advocacy for homeless men upon their release from court or prison. Each of the transitional programs on the Long Island campus strives to provide clients with a safe, comfortable, supportive, and substance-free environment. Permanent housing of the Community Housing Programs includes the Wise Street Men's Recovery Home and the Valentine Street Housing Program for Women, both recovery-oriented communities, and Porter Apartments for clean and sober adults.

### **Boston Reentry Initiative (BRI)**

(617) 704-6502 (Office line for BRI)

House of Correction

20 Bradston St.

Boston, MA 02118

<http://www.scsdma.org/programs/reentry/BRI.shtml>

The Boston Reentry Initiative is a partnership among the Suffolk County Sheriff's Department, the Boston Police Department, the U.S. Attorney's office, and the District Attorney's Office. During the first few months of incarceration, a panel representing the U.S. Attorney's Office, the DA's office, parole, probation, community agencies, and faith-based organizations meets with offenders and discusses issues that can determine whether an inmate can transition successfully back into the community. Before release, the BRI creates a formal inter-agency inmate support system that emphasizes mentoring, treating addiction, information sharing, and employment opportunities.

**Boston Rescue Mission**

(617) 338-9000 (Main phone line)

39 Kingston St.

Boston, MA 02111

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

The Boston Rescue Mission offers overnight shelter as well as residential recovery programs. The Mission aims to prevent homelessness through its meal programs, outpatient counseling, and day treatment programming. The Mission's Rebuilding Homes program helps to rebuild and repair houses and single units for low income, elderly, and disabled people. The Safe Haven program targets chronically homeless veterans who have had difficulty with traditional housing programs. Safe Haven is a 10-bed short-term transitional housing program for vets with current substance abuse and mental health issues. The Women's Parole Re-Entry Program is a transitional residential program initiated by the Mission in response to the lack of prison re-entry services for women. This highly structured program offers intensive case management and a continuum of care approach for women who have recently left the prison system and are at high risk for homelessness.

**Boston Senior Home Care**

(617) 451-6400 (Office line for information)

(617) 451-6404 (TDD line for information)

(617) 292-6211 (Boston ElderINFO line to start intake procedure for services)

(617) 695-0437 (TTY Boston ElderINFO line to start intake procedure for services)

89 South St.

Boston, MA 02111

<http://www.bshcinfo.org>

Boston Senior Home Care is an Aging Services Access Point that serves people who are age 60 and older and people who have a disability. The agency serves the following areas: Beacon Hill, Boston, Charlestown, Dorchester, East Boston, the North End, South Boston, South Cove, and the West End. The services offered by Boston Senior Home Care include case management, protective services around elder abuse, money management, medical screenings for MassHealth, referral, adaptive equipment, adult day health, adult foster care, Alzheimer's/dementia coaching, behavioral health services, food/nutrition services, outreach, transportation, care coordination and caregiver services, meals, and transportation.

**Boston Vet Center**

(617) 424-0665 (Main line for information)

665 Beacon St., Suite 100

Boston, MA 02215

(no website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

**Bridgewell**

(781) 593-1088 (Information line in Lynnfield office)

(339) 883-1700 (Line for Employment Support program at Boston Street Center)

(978) 459-0389 (Line for Lowell Adult Day Treatment and Bridgewell Counseling Services)

(978) 750-6828 (Line for START Clinical Support Services and the Sovner Center in Danvers)

471 Broadway

Lynnfield, MA 01940

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

Bridgewell is a community-based agency that provides residential and clinical support services for individuals with disabilities. Bridgewell staff strive to integrate residents into the community by helping them find work and involving them in local recreational activities. Bridgewell's Employment Support program at the Boston Street Center (BSC) provides job development, placement, and job coaching services to adults with developmental disabilities. Participants at the BSC may have other disabilities such as visual and/or hearing impairments, physical limitations, and medical or behavioral challenges. Bridgewell provides case management and housing for chronically homeless individuals with a mental illness. Bridgewell's representative payee services help transition the homeless to permanent housing and teach money management skills needed to maintain their housing. Partnering with local farms, Bridgewell provides nutritious meals to its residents and to homeless individuals. In addition, Bridgewell administers housing vouchers for very low income individuals with a disability and offers day habilitation services to adults with mild to severe physical and developmental disabilities, including memory impairment, psychiatric disorders that have not responded to other treatment, and Alzheimer's disease. The Lowell Adult Day Treatment (LADT) provides five-day/week intensive treatment for adults with persistent mental illness, and the Bridgewell Counseling Services (BCS) provides behavioral health treatment and continuity of care to individuals with psychiatric and developmental disabilities. The Sovner Center is an outpatient mental health clinic that provides psychiatric assessment, medication management, and psychotherapy to adults with a dual diagnosis.

**Bristol Lodge Men's Shelter**

(781) 893-0108 (Main line for information)

27 Lexington St.

P.O. Box 54-1095

Waltham, MA 02452

(No website)

The mission of Bristol Lodge Men's Shelter is to improve the quality of life of those who seek shelter and other services and to facilitate their independent functioning. To this end, Bristol Lodge provides shelter for 45 homeless men each night. Guests may self-refer or have a referral from a social services agency. They must check in at 9 a.m. for bed availability, arrive by the 7 p.m. curfew, and be sober and out of the shelter between the hours of 7:45 a.m. and 6 p.m. Guests are offered the following social service programs: in-house AA meetings, substance abuse counseling, employment counseling, and assistance in filing for entitlement benefits. There is also a soup kitchen where a snack and coffee are served each afternoon and a nutritious, hot meal is served each evening throughout the year.

**Bristol Lodge Women's Shelter**

(781) 894-1225

205 Bacon St. (between Farnsworth and Dale Streets)

P.O. Box 54-1095

Waltham, MA 02451

(No website)

Bristol Lodge Women's Shelter provides emergency shelter to a dozen homeless area women each night. The Women's Shelter, which is staffed only in the evenings, is trained to provide all guests with a safe and supportive environment. Case managers help guests locate permanent housing, provide supportive counseling, refer guests to other agencies as needed, organize in-house AA meetings, offer employment counseling groups, and assist guests with entitlement benefits such as SSI or SSDI. There is also a soup kitchen where a snack and coffee are served each afternoon and a nutritious hot meal is served every evening of the year.

**Cafe Emmanuel**

(617) 477-6610 (Reservation line for weekly luncheon)

Emmanuel Church

15 Newbury St.

Boston, MA 02116

[www.lgbtagingproject.org/Cafe.html](http://www.lgbtagingproject.org/Cafe.html)

Cafe Emmanuel is a weekly luncheon for LGBT seniors and their friends from 11 a.m. to 1 p.m. The Cafe has an entertainment program that follows each weekly meal: recitals from the New England Conservatory and the Boston Conservatory as well as a wide variety of guest speakers.

**Cambridge Multi-Service Center (MSC)**

(617) 349-6340 (Office line for appointments and information)

(617) 349-6330 (TDD line)

362 Green St.

Cambridge, MA 02139

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

The Cambridge Multi-Service Center addresses the needs of homeless individuals and those at-risk of homelessness. To this end, MSC provides direct services, planning, and coordination of efforts for persons who are living on the street, in emergency shelters, or at risk of losing their housing. Staff at MSC work to prevent evictions and resolve landlord-tenant problems through case management, advocacy, and budget counseling. MSC offers a transitional living program for homeless men, and it assists clients in applying for public benefits and accessing legal services and mental health and substance abuse services. The Cambridge Haitian Services offers case management, information and referrals, Haitian Creole interpretation, and immigration and citizenship assistance to Haitian clients.

**Cambridge YMCA**

(617) 661-9622 (Main line)

(617) 876-4626 (Line for Central House of Caritas Communities)

(617) 661-9622 x703 (Information line for active older adult fitness)

820 Massachusetts Ave.

Cambridge, MA 02139

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

The Cambridge YMCA offers two programs that are appropriate for older adults: Central House, an affordable housing program for working individuals, and fitness classes for active older adults. Central House is an all-men's substance-free residence located in the Cambridge YMCA building and consists of Single Room Occupancy (SRO) housing. Residents are typically employed in service-related jobs, earning at or near the minimum wage. Some residents have been homeless; many have avoided living in a shelter or on the street by moving to SRO housing. Two fitness classes that specifically but not exclusively serve older adults are 'Gentle Sculpt, Gentle Yoga' and 'Aqua Aerobics'.

### **Cardinal Medeiros Center for Change**

(617) 619-6960 (Main line for information)

25 Isabella St.

Boston, MA 02116

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

The Cardinal Medeiros Center for Change houses the Kit Clark Senior Services, a day shelter for homeless men and women over the age of 45. The Center works with Our Lady of Victories Catholic Church and the Marist Fathers and Brothers, located next door, to serve two hot meals a day. The shelter also offers housing referrals, substance abuse counseling, connections to other social service agencies, and other assistance to help people get back on their feet. Sobriety is highly enforced.

### **Cascap, Inc.**

(617) 492-5559 (Office line for information)

231 Somerville Ave. (Office address)

P.O. Box 138 (Mailing address)

Somerville, MA 02143

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

Cascap, Inc. aims to improve the quality of life for members of the community who are disadvantaged by poverty, disability, or age. Staff work to establish a foundation for a meaningful life by providing services such as affordable housing, functional supports, and adaptive living skills. Clinical services are recovery-focused and rehabilitative.

### **CASPAR, Inc.**

(617) 623-5277 (Main office line and Men's Residence on Highland Ave., Somerville)

(617) 666-9947 (Drop-In Center line)

(617) 661-6020 (Womansplace line)

(617) 776-6036 (Men's Residence on Summit Ave., Somerville)

(617) 592-6895 or (617) 592-6896 (Contact lines for FirstStep team member)

16 Highland Ave.

Somerville, MA 02143

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

CASPAR offers community-based services for individuals with substance abuse disorders. Services include residential recovery programs and the Emergency Services Center and Shelter (ESC), which provides emergency shelter, medical treatment, nutritious meals, and counseling to people who are actively using drugs and alcohol. Womansplace, a CASPAR residential recovery program, helps women maintain sobriety while developing interpersonal skills and job interview strategies. Men's Residences,

a six-month program for newly sober men, provides counseling, education, and tools for achieving long-term sobriety and preventing relapses. FirstStep is CASPAR's frontline program for unsheltered adults who are affected by substance abuse, mental illness, and medical complications associated with life on the streets. In order to connect people with the services they need, FirstStep staff engage homeless people where they are and build trusting relationships as a first step toward recovery. Once they enter the ESC, these individuals can receive CASPAR's continuum of substance abuse services.

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

(617) 667-8141 (CVPR office line)

(617) 754-2400 (Line for Emergency Dept.)

1-800-667-5356 (Toll-free line to find a doctor)

1-800-439-0183 (Toll-free TDD line)

Beth Israel Deaconess Medical Center

330 Brookline Ave.

Boston, MA 02215

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

The Center for Violence Prevention and Recovery provides trauma-informed services in an atmosphere that is respectful of survivors' need for safety, acceptance, and respect. Trauma-informed services strive to maximize the survivor's choices and control over his/her recovery. CVPR offers several direct service programs, including Safe Transitions: Domestic Violence Intervention Program, the Rape Crisis Intervention Program, the Community Violence Intervention Program, and the Homicide Support Services Project. Safe Transitions supports persons experiencing threatening, coercive, and abusive relationships. The Rape Crisis Intervention Program offers services for survivors of sexual assault. The Community Violence Intervention Program offers counseling and advocacy services. The Homicide Support Services Project provides support services to friends and community members who have lost a loved one to homicide.

### **Central Boston Elder Services, Inc.**

(617) 292-6211 (Office line for information)

(617) 695-0437 (TTY line for information)

2315 Washington St.

Boston, MA 02119

<http://www.centralboston.org>

Central Boston Elder Services is an Aging Services Access Point that provides direct services to people who are age 60 and older and people who have a disability in Allston, Brighton, Dorchester, Jamaica Plain, Kenmore, and Roxbury. Services include case management, referral, protective services, money management, medical screenings for MassHealth, options counseling, home-delivered and congregate meals, transportation, homemaking/chore services, advocacy, adult day care, and adult foster care.

### **Chelsea-Revere-Winthrop Home Care Center, Inc.**

(617) 884-2500 (Main line for information)

100 Everett Ave., Unit #10

P.O. Box 362

Chelsea, MA 02150

<http://www.crwelderservices.org>



Chelsea-Revere-Winthrop Home Care Center, Inc. is an Aging Service Access Point and an Area Agency on Aging for people who are age 60 and older and people who have a disability. The Home Care Center provides direct services that include case management, protective services after elder abuse, home-delivered meals, medical screenings for Mass-health, money management, homemaking/chore services, adult day health, social day care, personal care, transportation, and congregate meals and the Healthy Eating education program, outreach, counseling, group adult foster care, support groups, behavioral health care, and nursing home ombudsman.

**City of Boston, Commission On Affairs of the Elderly**

(617) 635-4366 (Main line for information and referral)

(617) 635-4399 (TDD line for information and referral)

One City Hall Plaza, Room 271

Boston, MA 02201

<http://www.cityofboston.gov/elderly/>

The Commission On Affairs of the Elderly strives to enhance the quality of life for Boston's senior citizens, age 60 and older, through planning, coordinating, and monitoring the delivery of services. As an Area Agency on Aging and Council on Aging, the Commission promotes the active involvement of seniors in the life and health of their neighborhoods. The Commission is also a partner agency in the Suffolk County Aging and Disability Resource Consortium (ADRC). The goal of the ADRC is to enhance collaborations between elder and disability service organizations, ensuring there is always a way for seniors and people with disabilities to obtain the services and assistance they need. The Commission offers seniors several on-going activities and resources in and around Boston. For example, the Mayor of Boston sponsors the Health and Fitness Walk as well as the Alzheimer's Initiative, which connects people with resources and information about the disease. The Boston Seniority Magazine is a free publication that covers news topics, events, feature stories, volunteer and work opportunities, and other issues of interest to older Bostonians.

**Commonwealth Land Trust (CLT)**

(617) 445-4075 (Office line)

1059 Tremont St.

Roxbury Crossing, MA 02120

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

Commonwealth Land Trust offers supportive housing units, many reserved for formerly homeless and disabled individuals. On-site case managers support residents in maintaining their health and achieving greater independence. CLT also provides housing and supportive services to homeless veterans and individuals living with HIV/AIDS.

**Community Day Center of Waltham (CDC)**

(781) 893-4666 (Office line for information)

34 Alder St.

Waltham, MA 02453

<http://www.communitydaycenter.org>

The Community Day Center of Waltham is open to homeless and low-income members of the Waltham community and everyone in need in the Massachusetts Metro-West area. The CDC provides a welcoming shelter during the weekday afternoon hours throughout the year and early morning

hours during the winter. The CDC offers the use of computers, telephones, and fax machines. Volunteers are available to help guests with health issues, housing searches, and legal issues.

### **Community Reentry for Women (C.R.E.W.)**

(617) 635-1000 x2205 (Director's line/Women's Program Services)

Women's Program Services

House of Correction

20 Bradston St.

Boston, MA 02118

<http://www.scsdma.org/programs/reentry/CREW.shtml>

The Community Reentry for Women program is an eight-week life skills class during their incarceration. During this time, C.R.E.W. Members also receive pre- and post-release case management to help them with personal and housing goals, career goals, and health care services.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Greater Boston area. Either of those listed can direct the user to other COAs in the region.

#### **Boston Commission on Affairs of the Elderly**

(617) 635-4375 (Office line)

City Hall, room 271

Boston, MA 02201

#### **Cambridge Council on Aging**

(617) 349-6216 (Office line)

806 Massachusetts Ave.

Cambridge, MA 02139

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

### **Cpl. Zayas Bilingual Veterans Outreach Center**

(617) 778-1310 (Office line for information)

719 Tremont St.

Boston, MA 02118

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

The Cpl. Zayas Bilingual Veterans Outreach Center is committed to serving the basic needs of veterans. The Outreach Center can provide assistance in applying for veterans benefits. The Center also can provide clothing; make referrals for housing, employment, and MassHealth; provide legal assistance; and obtain counseling services for veterans and their families, including drug and alcohol counseling.

**Ecclesia Ministries/*common cathedral***

(617) 247-4927 (Information and message line)

P.O. Box 51003 (Mailing address)

Boston, MA 02205

[www.ecclesia-ministries.org](http://www.ecclesia-ministries.org)

Ecclesia Ministries is an ecumenical church community that engages homeless people, service providers, the clergy, visitors from other churches, and local residents who volunteer time, clothing, and food. Together, attendees participate in activities that work to meet the physical, emotional, social, and spiritual needs of people who live on the streets of Boston. Ministers of Ecclesia Ministries are on the street daily to make contact, to make referrals to social service agencies, and to offer outdoor worship services and other help to homeless men and women. *Common cathedral* is the outdoor church of Ecclesia Ministries. Services are held every Sunday at 1 p.m. at Brewer Fountain on Boston Common near the corner of Park and Tremont Streets.

**Elders Living At Home Program**

(617) 414-1642 (Contact and referral line)

Boston Medical Center (BMC)

Elders Living at Home Program

Yawkey Ambulatory Care Center, 4<sup>th</sup> Floor, Room 4S-18

850 Harrison Ave.

Boston, MA 02118

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

The Elders Living At Home Program supports elders who are at least age 62 and homeless or in shelter as they make the transition out of homelessness. The Program provides supportive services that build on the individual abilities of the elders and help them overcome the barriers to permanent housing. The Program reaches out to elders most in need, including those who do not speak English and other marginalized individuals. In addition, Elders Living At Home strives to be a model for advocacy, research, and education on the causes of and solutions to elder homelessness.

**Elizabeth Stone House**

(617) 427-9801 (Office line)

P.O. Box 300039

8 Notre Dame St.

Jamaica Plain 02130

(website currently being reconstructed)

The Elizabeth Stone House strives to serve women in a goal-oriented, outcome-driven environment by resolving the issues that caused their homelessness—domestic violence, substance abuse, and mental illness. The goal is for these individuals to attain and maintain permanent housing, personal safety, and economic stability.

**Ethos**

(617) 292-6211 (Main line for information/intake/referral)

(617) 695-0437 (TTY line for information)

555 Amory St.

Jamaica Plain, MA 02130

<http://www.ethocare.org>

Ethos is an Aging Service Access Points serving Boston, which includes Hyde Park, Jamaica Plain, Mattapan, Roslindale, and West Roxbury. Ethos provides the following direct services: case management, information and referral, nutrition services, money management, and protective services in the case of elder abuse. Other services include, but are not limited to, adult foster care, health screening, home-delivered meals, congregate meals, translation/interpreting, chronic disease self-management, transportation, educational programs (Healthy Eating, Tai Chi, Healthy Ideas, depression management with PEARLS program), grocery shopping/delivery, and home repair.

### **Food for Free Home Delivery Program**

(617) 868-2900 (Office line)

11 Inman St.

Cambridge, MA 02139

<http://www.foodforfree.org/home-delivery-program>

The Home Delivery Program brings food to low-income Cambridge residents who cannot access food pantries due to illness or disability. Unlike Meals-on-Wheels, Home Delivery brings its clients 40-45 lbs of food, including fresh produce, twice a month. Recipients cook their own food, which gives them more control over their meals and is a supportive service that helps them stay in their own homes.

### **Greater Lynn Senior Services, Inc. (GLSS)**

1-800-594-5164 (Toll-free line for assistance and information)

(781) 599-0110 (Main line for information)

(781) 477-9632 (TDD line)

8 Silsbee St.

Lynn, MA 01901

<http://www.glss.net>

Greater Lynn Senior Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves people who are age 60 and older and adults with a disability in Lynn, Lynnfield, Nahant, Saugus, and Swampscott. GLSS provides a wide range of services, including information, transportation, meals, advocacy, home care, and housing. These services help people live fuller, more independent lives in safety and dignity. Home care includes the following services: homemaking, personal care, heavy chores, grocery shopping, and adult day health programs. Downloadable program brochures in English, Spanish, Russian, and Khmer provide an awareness of what is available through GLSS and offer a way to sign up for various workshops at Senior Centers in the area.

### **Habitat P.L.U.S., Inc. (HP)**

(781) 599-8578 (Main line for information)

516 and 520 Essex St. (Group home, Cooperative apartment)

Lynn, MA 01902

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

Habitat P.L.U.S., Inc. is a non-profit organization that serves psychiatrically disabled veterans. To this end, HP provides interim and transitional supportive sober housing to the veterans, who would otherwise be homeless. HP also offers program participants the information and advocacy they need to access existing service programs. HP's program consists of two buildings—a group home that has live-in staff to provide support, and a cooperative apartment for veterans who have stabilized in the

group home and wish to live in a more independent environment, where they can prepare their own meals and maintain their space with limited staff supervision. For three decades the goal of HP has been to provide veterans with the basic dignity they have earned through service to their country.

### **Harbor Health Elder Service Plan**

(617) 533—2400 (Main line for information)

1135 Morton St.

Mattapan, MA 02126

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

Harbor Health Elder Service Plan is based on the PACE (**P**rogram **A**ll-inclusive **C**are for the **E**lderly) model of elder care, which provides comprehensive medical and social services to elders age 55 and older, so that they can live in their homes and communities instead of in nursing homes. At Harbor Health, a service package customized for individual needs is coordinated by an interdisciplinary team of geriatric professionals, which includes medical specialists such as cardiologists, neurologists, and oncologists; case managers; and ancillary care providers such as dentists, podiatrists, and optometrists. In addition, Harbor Health manages elders' rehabilitation and medications and provides transportation, social services, and, when needed, nursing home care.

### **Harvard Square Homeless Shelter**

1-888-285-4038 (Toll-free bed lottery line; call between 7:30 a.m. and 8:00 a.m. to enter lottery)

(617) 547-2841 (Shelter line)

66 Winthrop St.

Cambridge, MA 02138

[www.hcs.harvard.edu/hshs](http://www.hcs.harvard.edu/hshs)

The Harvard Square Homeless Shelter accepts calls for beds between 1 November and 15 April. The following process is used for obtaining shelter: Individuals call the Shelter's lottery line between 7:30 a.m. and 8 a.m. to put their name in a lottery for 14-night beds. When they make this call, they receive a lottery number. The lottery is then run between 8 a.m. and 8:05 a.m. Those with a lottery number may call back between 8:05 a.m. and 8:30 a.m. or between 7 p.m. and 9 p.m. to find out if their number was selected. (Selected lottery numbers are also posted on the shelter door during the day.) Individuals whose lottery number was *not* drawn may call at 9:30 p.m. to find out whether there is a one-night bed left open by a guest with a two-week bed who is not able to make it to the shelter that evening. Student volunteers run the shelter, serve guests warm meals, and assist them with housing and food stamp applications. They also help them obtain ID cards, health care, and public benefits.

### **Heading Home, Inc.**

(617) 864-8140 (Main line for information)

The Schrafft Center (Administrative office)

529 Main St., Suite 100

Charlestown, MA 02129

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

Heading Home provides emergency, transitional, and permanent housing as well as support services to low-income, homeless, and formerly homeless individuals. In order to achieve its mission to end homelessness in Greater Boston, case managers at Heading Home provide the following services: housing search, life skills training, educational and employment services, financial literacy, and asset

development. Case managers also facilitate complementary services such as access to medical and mental health providers, outside counseling, and other resources.

### **Hearth**

(617) 369-1550 (Office line for general inquiries)

(617) 369-1559 (Outreach Program line)

(617) 369- 1563 (Health Services line)

(617) 369- 1554 (Behavioral Health line)

1640 Washington St.

Boston, MA 02118

[www.hearth-home.org](http://www.hearth-home.org)

Hearth's mission is to eliminate homelessness among the elderly through housing, outreach, and advocacy. The Hearth Housing Model is the integration of housing, mental health care, health services, and social services at each of Hearth's residences. Staff made up of social workers, nurses, site directors, activities staff, resident assistants, and personal care homemakers work as a team to create an individualized care plan for each resident, based on the services he or she needs. This model allows even very frail elders to live with considerable independence in their own apartments. The Community Advisory Council, comprised of residents from each Hearth housing site, provides a forum for Hearth residents and clients to voice their opinions and shape Hearth's policies.

### **HESSCO Elder Services**

(781) 784-4944 (Information and assistance line for answering a caller's questions from 9-5 M-F)

1-800-462-5221 (Toll-free line for assistance)

1 Merchant St.

Sharon, MA 02067

<http://www.hessco.org>

HESSCO Elder Services strives to make it easier for people age 60 and older to take advantage of their later years and to access a comprehensive system of health and supportive services. HESSCO serves older individuals and people with disabilities in the following communities: Canton, Dedham, Foxborough, Medfield, Millis, Norfolk, Norwood, Plainville, Sharon, Walpole, Westwood, and Wrentham. When an individual calls HESSCO's main line with one or more aging-related questions, he or she is transferred to the Specialist in the Information and Referral Program, HESSCO's free, confidential elder support system. This Specialist actively listens to the caller's concerns and responds by tailoring the available resources to the elder's needs; alternatively, the Specialist may need to research the issue and respond to the caller at a later time. The Information and Referral Program Specialist also can provide a listing of assisted living communities and help the elder apply for fuel assistance, obtain medical equipment, and get information about medical specialists. Depending on the service (some services are free to everyone) and the income of the caller, fees may be voluntary co-payments, payments on a sliding-fee scale, or a percentage of a person's monthly income.

### **Lynn Shelter Association (LSA)**

(781) 581-0739 (Main phone line)

360 Washington St.

Lynn, MA 01901

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

The Lynn Shelter Association provides shelter and support services to homeless individuals in the Greater Lynn area. After providing shelter, LSA works to foster self-sufficiency and a return to an independent life. LSA's Adult Emergency Shelter provides a place to sleep, a hot meal, support groups, case management, a transitions program, and on-site medical care for homeless individuals. The Transitions Program provides case-managed supportive housing for homeless individuals. Apartment dwelling in this program is used to build life skills, and guests receive job skills training, assistance with job and housing search, and mental health and substance use treatment. The Great Hills Residence houses the following LSA programs: Veterans Stabilization Program, Group Housing for Chronic Abusers Program, and scattered site Housing for People with AIDS (HOPWA) Program. On-site services include life skills, mental health counseling, substance abuse counseling, benefits maximization, and referrals for medical care. The Coming Together Program is a community day center that provides a clean and sober environment for individuals to access medical, financial, employment, legal, housing, and educational services through referrals and community resources. Coming Together offers daily support groups to address mental health and substance abuse issues, relapse prevention, and injury and disease prevention. Women's Transition Housing provides 14 housing units for women.

#### **The Men's Inn at Pine Street Inn**

(617) 892-9100 (General line for info)

444 Harrison Ave.

Boston, MA 02118

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

The Men's Inn offers permanent supportive housing, job training and placement, emergency shelter, advocacy, and street outreach to homeless men. Pine Street's transitional programs include transitional housing for men employed either part- or full-time and saving some of their earnings to access permanent housing; a transition to permanent housing program for men who are currently sober and progressing in their recovery from addiction; and substance abuse treatment services for men and women. Pine Street's 'Stabilization' is a 28-day post-detox residential program in which clients receive case management, education and counseling, on-site medical services, and after-care planning and placement. Pine Street's IMPACT Employment Services offers employment counseling to homeless people of all ages. Veterans Services at Pine Street connect homeless and low-income vets with housing opportunities, employment, and community services.

#### **Metropolitan Boston Housing Partnership (MBHP)**

(617) 859-0400 (Information and connections line)

(617) 425-6700 (Housing Consumer Education line)

125 Lincoln St.

Boston, MA 02111

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

Programs offered by the Metropolitan Boston Housing Partnership are designed to encourage housing stability and increase economic self-sufficiency. Members of MBHP's Specialized Intensive Programs and Services (SIPS) team offer individualized assistance to chronically homeless elders with complex housing barriers and service needs. This assistance includes intensive case management with supports ranging from help in gaining access to mental health, substance abuse, and medical resources to financial and legal advocacy and practical hands-on help with daily living skills. Housing First programs and Housing Search assistance alleviate barriers and identify opportunities for safe,



permanent housing. The Hoarding and Sanitation Initiative addresses issues of health, sanitation, and threats to housing stability. Case managers work to bring apartments into health/safety compliance, teach skills to maintain compliance, and obtain mental health services for tenants who hoard.

### **Middlesex Human Service Agency, Inc. (MHS)**

(781) 894-6110 (Main office line)

(617) 268-7124 (Line for Answer House)

(617) 524-4416 (Line for Sullivan House)

(978) 863-0048 (Line for Middlesex DUIL Program)

(978) 863-9913 (TTY line for Middlesex DUIL Program)

(781) 893-0108 (Line for Men's Shelter at Bristol Lodge)

(781) 894-1225 (Line for Women's Shelter at Bristol Lodge)

50 Prospect St. (Postal address)

545 Moody St. (Immanuel Methodist Church, Bristol Lodge Soup Kitchen)

Waltham, MA 02453

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

The Middlesex Human Service Agency oversees the operations of the following programs: substance abuse recovery homes; inpatient alcohol education and treatment for adults convicted of two or more OUI offenses; and shelter, food, and housing search assistance for homeless individuals. Intensive substance abuse residential treatment facilities at Answer House and Sullivan House help male clients establish a clean and sober lifestyle while renewing their careers and responsibilities to society. The Driving Under the Influence of Liquor Program, or DUIL, is an intensive 14-day treatment alternative program for individuals convicted of a second DUI offense in Massachusetts. To be admitted to the program, offenders must be referred directly from the Massachusetts court system. Staff at the men's and women's Bristol Lodge Shelters provide guests with emergency shelter, supportive counseling, and referrals. They offer employment counseling groups, organize AA meetings, and assist clients with entitlement benefits. Bristol Kitchen at Immanuel Methodist Church opens to guests every day at 3:30, when coffee and snacks are provided. Hot, nutritious meals are served every night at 5 p.m.

### **Minuteman Senior Services**

1-888-222-6171 (Toll-free line for information; may report elder abuse)

1-800-922-2275 (Toll-free elder abuse Hotline; protective services worker on call to respond)

(781) 221-7064 (Information and referral line)

*(Note: Place in NE MA also)*

(781) 272-7177 (Office line for information)

*Housing: types (information), eligibility*

(781) 275-1285 (TTY line for information)

*Health: food/meals, physical health care*

26 Crosby Dr.

*Social Services: COAs and Senior Centers*

Bedford, MA 01730

*Education: money management skills*

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

Minuteman Senior Services is a community support program that strives to help people retain control of their lives as they age by offering information, advice, support, and services that enable independent living in home and community. Information/Referral Specialists provide individuals and family members with lists of available and affordable resources both locally and long-distance. Minuteman's Money Management program helps elders set up a budget, sort mail, and manage payments by writing checks for elders to sign. Minuteman runs the Meals on Wheels program, offers legal services, and responds to reports of physical, sexual, emotional, and financial abuse or the

neglect of anyone 60 years and older. Minuteman operates on behalf of residents in the following towns: Acton, Arlington, Bedford, Boxborough, Burlington, Carlisle, Concord, Harvard, Lexington, Lincoln, Littleton, Maynard, Stow, Wilmington, Winchester, and Woburn.

**Mystic Valley Elder Services, Inc.**

(781) 324-7705 (Main line for information)

(781) 321-8880 (TTY line for information)

300 Commercial St., Suite #19

Malden, MA 02148

<http://www.mves.org>

Mystic Valley Elder Services is an Aging Services Access Point and an Area Agency on Aging that serves the cities and towns of Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, and Wakefield. By providing information and access to resources and services, Mystic Valley Elder Services supports the right of elders and adults living with disabilities to live independently and with dignity in a setting of their own choice. Mystic Valley Elder Services works one-on-one with adults age 60 and older and disabled adults to provide care management, coordinate services, and make referrals to appropriate health care and home care providers. Depending on income, many of these services are free or low-cost. The staff is culturally and linguistically diverse to match the needs of the community. Some staff members work directly in senior housing buildings around the community; others work closely with lawmakers to advocate on behalf of seniors and senior programs in the area. Mystic Valley Elder Services is committed to honoring and celebrating the experiences and needs of the LGBT members of the senior community; therefore, it has dedicated community space for monthly LGBT senior tea time at 300 Commercial Street in Malden.

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

(781) 979-0018 (Office line for information)

171 Tremont St.

Melrose, MA 02176

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

Neuro-Rehab Management is a case management company that aims to assist adults with neurological, medical, and age-related impairments by coordinating services that maximize functioning in home, community, and work settings. This is achieved through the development and implementation of a realistic individualized plan. NRM works with individuals who have sustained a brain injury due to an accident, illness, or other neuromuscular disability such as spinal cord injury or multiple sclerosis. Staff provide short- or long-term services to individuals in the acute stage of recovery as well as to those who are living in the community and are many years post-injury.

**New England Center for Homeless Veterans (NECHV)**

(617) 371-1800 (Main office line for questions, concerns)

(617) 371-1701 (Line for Director of Community Affairs)

17 Court St.

Boston, MA 02108

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

The New England Center for Homeless Veterans offers programs and services designed to enable successful reintegration, meaningful employment, and independent living. A three-level Residential

Program leads homeless veterans from crisis to self-sufficiency. In Level 1, veterans are assessed to determine whether there is a need for more intensive medical care. Working with the intake staff, vets are given immediate care as well as intensive counseling and services to prepare them for NECHV's reintegration program. In Level 2, the Transitional Housing Program, vets must be working or enrolled in a training or educational program. The focus is on financial management and the search for permanent housing. Level 3 offers single room occupancy permanent units to vets who have completed Level 2. With each level of the Residential Program, NECHV offers a range of supportive services: specialized counseling to address issues such as substance abuse, mental health, and PTSD; case management services; 24/7 emergency medical care; and a job placement program. The Pamela D. Donovan Memorial Residence for Women is a newly-renovated dormitory with 16 beds for women.

### **Oasis Coalition of Boston**

(617) 981-4771 (Office line on which to leave name and number for a return call)

(617) 407-5582 (Line for Women's Group)

140 Bowdoin St.

Boston MA 02108

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

The Oasis Coalition is a group of people, churches, and academic and secular organizations that are interested in serving the needs of the homeless and marginal populations in the Greater Boston area. The Coalition offers programs that nurture dignity and respect in a safe, non-threatening setting. Programs include the weekly Oasis Book Club, which brings together a group of people, homeless and housed, to discuss and critique a book. Open, respectful conversation around the chosen book provides an opportunity for developing relationships and inspiring a sense of self-worth. The Women's Group is an informal social gathering of unhoused and marginally housed women of all ages. It provides a safe space for open and personal conversations that focus on the core issues and concerns of the Group's members. Monday Night Dinner is a weekly meal program that meets at St. Paul's Church, 138 Tremont Street. The program offers good food, conversation, and laughter among friends.

### **On the Rise, Inc.**

(617) 497-7968 (Office line; call to make an appointment to meet with a Community Advocate)

(617) 497-7887 (TTY line)

341 Broadway

Cambridge, MA 02139

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

On the Rise is a day program for chronically homeless women who have experienced traumatic physical and/or emotional abuse and also may be dealing with discrimination, a disability, or substance abuse. (There is no clean and sober policy at On the Rise.) Guests are offered breakfast and lunch, clean clothing, and a quiet place to read and nap. Staff help women find emergency shelter, receive immediate medical attention, and create a safety plan. Moreover, staff create a safe community in which guests have the kinds of relationships and resources they need in order gain a sense of safety, stability, and independence that enables them to move out of homelessness.

**Pilgrim Church Shelter**

(617) 282-0456 (Main line for information)

540 Columbia Rd.

Dorchester, MA 02125

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

The Pilgrim Church Shelter, housed in the Pilgrim Trinitarian Congregational Church, provides nightly shelter on a first-come, first-served basis to unaccompanied homeless men. The men must call and report by 7:30 p.m. Services include advocacy, case management, meals, and referrals. On Saturdays, Pilgrim Church distributes free lunches on Boston Common to people in need.

**Project Place**

(617) 542-3740 (Main office line; for CREW information, ask for x273; for Work Ready, ask for x343)

1145 Washington St., Suite 2 (veterans)

Boston, MA 02118

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

Project Place is a supportive community that promotes opportunity for homeless and low-income individuals, including homeless veterans, by providing the education and resources needed to obtain stable employment and housing. Project Place's GateHouse is a six-story building with 14 units for homeless individuals and affordable housing for low-income people. GateHouse provides wraparound services to address barriers to employment and housing by running three businesses that offer paid employment for clients overcoming homelessness. Betty's Place for women is housed in YWCA's Berkeley Street residence. Women are offered a room in a safe, clean environment and two meals each day. Betty's also provides wraparound services to help clients transition from emergency shelter to independent living. Note: The Homeless Veterans Reintegration Program (HVRP) at Project Place is a new employment and training program that provides services tailored specifically to veterans. In addition to case management and support services, clients are assessed for veterans benefit eligibility, provided referrals for specific needs, and given assistance in obtaining discharge papers (DD214).

**REACH (Beyond Domestic Violence)**

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

(781) 891-0724 x100 (Office line for information)

P.O. Box 540024

Waltham, MA 02454

<http://www.reachma.org>

By offering direct services and education, REACH strives to advance the safety, healing, and empowerment of individuals who experience domestic or relationship violence. REACH's Hotline advocates are trained to provide supportive, confidential services in English and Spanish. Advocates listen to the caller's fears, concerns, and questions and provide information on how to create a safety plan and obtain local resources. REACH also offers shelter, support groups, and legal advocacy.

**Rosie's Place**

(617) 442-9322 (Front desk line)

889 Harrison Ave.

Boston, MA 02118

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

Rosie's Place is a safe and welcoming place for poor and homeless women to whom it offers the following services: 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 its guests an opportunity to participate in the Women's Craft Cooperative (WCC), where women are introduced to skills such as jewelry-making and to the basics of merchandising. Guests can then sell their products to the public. Rosie's Advocacy program offers guests the opportunity to work one-on-one with an advocate who helps them find permanent solutions to housing challenges, legal issues, health problems, lack of employment, and/or transportation issues. If Rosie's does not offer a service that a guest needs, the advocacy department provides links to a range of outside social and community organizations.

### **Roslindale House**

(617) 327-1503 (Main line for information)

120 Poplar St.

Roslindale, MA 02131

<http://www.rogeron.org/RoslindaleHouse.php>

Roslindale House, which shares the former Roslindale High School building with the Rogerson Communities Adult Day Center and the Florence House, offers rent-subsidized apartments to low-income elders and persons with disabilities. A residents' association is active in planning special events and trips throughout the year. Week-day lunches are available in the building through the Adult Day Center for a nominal donation. In addition, Roslindale House is the site of Out to Brunch, a monthly Saturday brunch and social for older LGBT women. The brunch is followed by a presentation, discussion, or entertainment.

### **Salvation Army Cambridge Corps**

(617) 547-3400 (General information line for services info and to schedule appointment)

(339) 502-5852 (Massachusetts headquarters line in Canton)

402 Massachusetts Ave. (Community Center)

Cambridge, MA 02139

[www.SalvationArmyMA.org/Cambridge](http://www.SalvationArmyMA.org/Cambridge)

The Salvation Army Cambridge Corps offers the following emergency services: utility assistance, clothing assistance, food/grocery store vouchers, rental/mortgage assistance, counseling, and referrals and case management. The Cambridge Corps' Drop-In Day Shelter offers medical and mental health care. The Community Feeding Program serves daily nutritious meals to senior citizens and participants at the Drop-In Shelter and The Lodge. Other Cambridge Corps programs include the Continuum of Care for Men, the Silver Threads Senior Program, and Senior Vacations. In addition to shelter and food, men accepted to the Continuum of Care program are offered an opportunity for spiritual growth through Bible studies with a focus on real-life issues. The Silver Threads Senior Program offers daily arts and crafts activities at the Community Center. For a minimal charge, seniors can take a one-week vacation at the Salvation Army's Wonderland Conference Center in Sharon, MA.

**Salvation Army: Waltham Corps Community Center**

(781) 894-0413 (Office line)

33 Myrtle St.

Waltham, MA 02453

[www.salvationarmyma.org/Waltham](http://www.salvationarmyma.org/Waltham)

The Salvation Army Waltham Corps Community Center offers worship services, Sunday School, and Bible studies with a focus on real life issues that many encounter in today's world. In addition, the Salvation Army runs H.O.P.E. Kitchen from 10 a.m. to noon on weekdays, the Community Food Pantry on Friday, and emergency assistance counseling, which focuses on housing, clothing, food, and heat.

**Sancta Maria**

(617) 423-4366 (Office line for information)

11 Waltham St.

Boston, MA 02118

<http://www.sanctamariahouse.org>

The Sancta Maria House provides a safe haven for 10 homeless women. The women arrive in the early evening and are welcomed into a drug- and alcohol-free environment by volunteer staff. The guests are then offered a light meal or snack, shower, change of clothes, and clean bed. The next morning, they awaken to a light breakfast before they depart for the day. Guests are welcomed for seven consecutive nights, and after a 30-day respite, they may return for another week's stay.

**Shattuck Shelter**

(617) 983-0351 (Main line for information and to find out whether shelter is available)

170 Morton St.

Jamaica Plain, MA 02130

[http://www.pinestreetinn.org/our\\_programs/shelter](http://www.pinestreetinn.org/our_programs/shelter)

The Shattuck Shelter offers year-round overnight emergency shelter and support for homeless men and women. Guests receive two hot meals, showers, clothing, a clean bed, and support from counselors and nursing staff. The Shelter also provides assistance for guests who are struggling with addiction, legal, financial, mental health, and physical issues. Guests should call ahead at the number above to ascertain whether there is space to accommodate them on any given night.

**Somerville-Cambridge Elder Services, Inc. (SCES)**

(617) 628-2601 (Main line for information)

(617) 628-1705 (TDD line for information)

61 Medford St.

Somerville, MA 02143

<http://www.eldercare.org>

Somerville-Cambridge Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that provides supportive services as well as information and advice to people age 60 and older and people with disabilities in Somerville and Cambridge. SCES aims to help these people remain safe and independent in their own homes by providing services that include, but are not limited to, home-delivered meals, the Brown Bag Program (monthly grocery delivery for income-eligible seniors), Seniors Farmers' Market Nutrition Program for low-income seniors, volunteer opportunities, mental health programs, nutrition counseling, Community Cafes, and chronic disease self-management.

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

**Somerville Homeless Coalition (SHC)**

(617) 623-6111 (Main line for information)

(617) 776-0750 (TTY line)

(617) 623-2546 (Line for adult shelter inquiries)

P.O. Box 440436 (Mailing address)

1 Davis Square

Somerville, MA 02144

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

The Somerville Homeless Coalition provides homeless and near-homeless people with individualized supportive services and tailored housing solutions with a goal of obtaining and maintaining affordable housing. SHC offers a range of services that include adult shelter; the Rapid Response program, which prevents individuals from becoming homeless; affordable, supportive housing services; and the Passages Case Management program, designed to move homeless adults from streets and shelters into permanent housing and self sufficiency by providing services such as life skills training, HiSET preparation, job readiness, referrals, medical assistance, transportation, and educational accommodations. Project SOUP (Share Our United Pantry) is SHC's food assistance program, which provides free community suppers at 5 p.m. each Monday at Somerville's First Congregational Church. A food pantry is located in the rear basement of St. Benedict's Church in East Somerville.

**SPAN, Inc.**

(617) 423-0750 (Office line for information)

105 Chauncy St., 6<sup>th</sup> Floor

Boston, MA 02111

<http://www.spaninc.org>

Span helps formerly incarcerated people rebuild their lives by addressing the issues that brought them to prison. Case managers work with clients to develop service plans and provide hands-on assistance as needed. They also help clients access services at other agencies, procure benefits they are eligible for, and assist them in securing affordable housing, employment, health and/or mental health care, and basic resources such as food and clothing. Span's clinicians offer substance abuse assessment as well as substance abuse counseling. Span's Reintegrating Ex-Offender Services (RExO) assists recently released clients in developing career goals and finding work by offering a two-week stipend-based job-training program and a referral to The Workplace, a Span partner that serves as a One-Stop Career Center. Clients may work toward employment goals with the help of Span-trained mentors.

**Springwell, Inc.**

(617) 926-4100 (Phone line for information and referral)

(617) 923-1562 (TDD line for information and referral)

307 Waverly Oaks Rd., Suite 205

Waltham, MA 02452

<http://www.springwell.com>

Springwell, Inc. is an Area Agency on Aging and an Aging Services Access Point that serves people who are age 60 and older and people with disabilities in the communities of Belmont, Brookline, Chestnut Hill, Needham, Newton, Waltham, Watertown, Wellesley, and Weston. Springwell strives to help seniors live at home in their community by creating an individualized support plan and providing the



services specified in the plan so that each person can live as independently as possible. Services include, but are not limited to, adult day care, behavioral health services, caregiver services, chronic pain and chronic disease management programs, transportation, grocery shopping and delivery, health insurance benefits counseling, friendly visiting program, money management, and wellness programs such as Tai Chi, healthy eating, and fall prevention.

### **Starlight Ministries of the Emmanuel Gospel Center**

(617) 262-4567 (Office line for information)

2 San Juan St.

P.O. Box 180245

Boston, MA 02118

[www.egc.org/starlight](http://www.egc.org/starlight)

Starlight Ministries builds relationships with homeless individuals through street outreach and in-house services such as food and clothing. Services also include shared conversation and prayer, which engage the personal concerns of homeless and street-involved individuals.

### **St. Francis House**

(617) 542-4211 (Main line for inquiries/requests for help)

39 Boylston St.

Boston, MA 02116

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

As the largest day shelter in New England, St. Francis House serves the poor and homeless in a variety of ways. St. Francis provides medical care, mental health and substance abuse counseling, and daily breakfast and lunch. It also offers a safe, comfortable, daytime shelter in the Day Center, where guests can use telephones and computers with Internet access and participate in activities such as the employment club, the weekly music group, support groups, and the Short Film Coffeehouse.

Emergency nighttime shelter is available as is the Next Step Housing Program, which provides single room units for low-income individuals who have experienced homelessness, substance abuse, and unemployment. Guests may receive everyday attire, new undergarments, winter gear, and other essentials such as a suit for an interview or new job. Guests also may take a daily shower, access toiletries, obtain a St. Francis House ID, and use 39 Boylston Street as their home address.

### **St. Patrick's Shelter for Homeless Women**

1-857-654-1000 (Toll-free line for Administrative office/Appointments)

(617) 628-3015 (Information line)

(617) 625-1920 (Catholic Charities Somerville office line)

270 Washington St.

Somerville, MA 02143

[www.ccab.org/patricks.html](http://www.ccab.org/patricks.html)

St. Patrick's Shelter for Homeless Women houses 30 sober women in emergency beds as well as 10 transitional program participants each night. In addition to breakfast and dinner, the women are provided with referrals for health care, mental health services, and housing. In the Washington St. building, run by Catholic Charities, there are also a food pantry and a Foster Grandparent program that is organized to provide tutoring and mentoring services between elder volunteers and children.

**Those Who Can, For Those In Need (TWCFTIN)**

(617) 462-5719 (Main line for information)

Winthrop, MA 02152

<http://www.twctin.org>

Those Who Can, For Those in Need is an organization that brings together people from the North Shore and Boston areas to learn about resources and volunteer opportunities that lend support to the following groups: elderly people, low income folks, individuals experiencing homelessness, and people who have lost a loved one. Each September, TWCFTIN holds a Resource Fair in Winthrop.

**Tri-City Community Action Program (Tri-CAP)**

(781) 322-4125 (Office line for information)

(781) 397-2970 (Line for Cyber Cafe @ Malden Square)

110 Pleasant St.

Malden, MA 02148

<http://www.tri-cap.org>

Tri-City Community Action Program is an anti-poverty agency that strives to improve lives and create opportunities for residents of Malden, Medford, Everett, and surrounding towns. To this end, Tri-CAP provides free tax preparation and fuel assistance for low-income residents. In addition, Tri-CAP runs the Cyber Cafe @ Malden Square, which provides free computer and Internet access and training as well as coffee and companionship. Tri-City Housing and Homeless Task Force was created to assist the three cities in coordinating local responses to on-going homelessness. The Task Force evaluates existing HUD programs, develops strategies to reduce homelessness, and provides a forum for resources and legislative strategies to address homelessness in the Tri-Cities.

**TRUST House**

(857) 364-4966 (Program Manager's line for information)

(857) 364-4027 (LICSW's line for information)

(857) 364-4149 (Contact line for information)

VA Boston Healthcare System

Jamaica Plain Campus

150 S. Huntington Ave. (116B-3)

Boston, MA 02130

<http://www.mass.gov/veterans/housing/transitional/womens-housing.html>

TRUST (Transitional Residence Utilizing Support and Treatment) House is a therapeutic residential program for women veterans that offers secure and affordable housing along with a communal atmosphere in a treatment-focused setting. In this setting, each resident participates in the house's daily operations, which include food shopping, cleaning, gardening, doing laundry, and cooking. The treatment program involves individual and group therapy, case management, paid work experiences through the Compensated Work Therapy Program, house meetings, and recreational community outings. TRUST House specializes in the treatment of women with PTSD as well as depression, substance abuse, anxiety, dissociation, and homelessness.

**Victory Programs, Inc.**

(617) 236-1012 (Information and Member Services line)

(617) 267-7059 (TTY Line)

29 Stanhope St.  
 Boston, MA 02116  
<http://www.vpi.org>

Victory Programs is a Boston-based organization that strives to help individuals who are homeless and may have substance use disorders, often accompanied by chronic health issues like HIV/AIDS, Hepatitis C, and mental illness. Staff help clients regain health and restore hope through immediate access to safe and stable housing. To this end, Victory Programs operates 18 health and housing programs in Boston, Cambridge, and Topsfield. The Program's Boston Living Center provides services to individuals living with HIV/AIDS. These services include food, support, holistic healing, education and prevention, and a place to connect socially with others living with HIV/AIDS.

### **Violence Recovery Program (VRP) at Fenway Health**

1-800-834-3242 (Toll-free line for help or information about VRP)  
 (617) 927-6250 (Fenway Health office line for help or information)  
 1-877-785-2020 (Safelink: toll-free domestic violence Hotline after 5 p.m. or on weekend days)  
 1-877-521-2601 (Safelink domestic violence Hotline for hearing impaired)  
 Fenway Community Health Center  
 Ansin Building  
 1340 Boylston St.  
 Boston, MA 02215

[http://www.fenwayhealth.org/site/PageServer?pagename=FCHC\\_srv\\_services\\_violence](http://www.fenwayhealth.org/site/PageServer?pagename=FCHC_srv_services_violence)

The Violence Recovery Program at Fenway Health provides counseling, support groups, advocacy, and referral services to LGBT victims of bias crime, domestic violence, sexual assault, and police misconduct. VRP strives to ensure that, as they receive services, LGBT victims of violence are treated with sensitivity and respect.

### **The Women's Inn at Pine Street**

(617) 892-9100 (General information line)  
 (857) 654-1865 (Women's Clinic line)  
 (857) 654-1000 (Administrative and appointment line)  
 363 Albany St.  
 Boston, MA 02118

<http://www.pinestreetinn.org>

The Women's Inn at Pine Street is an emergency shelter for homeless women. The Inn is accessible for people with disabilities and provides a safe place to sleep, two meals a day, storage lockers, emergency clothing, and washing machines. Beds are assigned daily using a lottery system. To enter the lottery drawing, guests should arrive by 3 p.m. and speak to the staff at the front desk, where names for beds are drawn at 3:30 p.m. Although a bed cannot be guaranteed, staff will work to find other options if a guest's name is not drawn. The Women's Clinic at the Inn offers health care and drug recovery programs. Counselors strive to create a welcoming atmosphere and respect for guests, while providing critical services that will put guests on track to become self-sufficient. To this end, a two-year transitional sobriety program called 'Women in Transition' is offered.

### **The Women's Lunch Place (WLP)**

(617) 267-1722 (Administrative office line)

(617) 267-0200 (Line to shelter)

(617) 449-7189 (Line for Operations Manager to find out whom to contact for a particular issue)

67 Newbury St.

Boston, MA 02116

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

The Women's Lunch Place offers a safe day sanctuary, nutritious meals, clothing, and support services for women experiencing homelessness or poverty. Services include job readiness and employment assistance, individualized help with issues such as housing, substance abuse, domestic violence, medical care, and mental health. Volunteer lawyers assist with guests' legal problems and questions. WLP also offers the following programs and resources: "Dress for Success", a program that prepares women for a job interview, including business attire appropriate for the interview; the Resource Center and Library, equipped with phones and computers; Creative Expressions, which encourages guest participation in art, music, drama, and dance, and Peer to Peer Support, offering opportunities to attend weekly support groups, a literacy class, a creative writing class, and a walking group.

### **Woods Mullen Shelter**

(617) 534-7107 (Office line for information)

794 (Rear) Massachusetts Ave.

784 Massachusetts Ave. (detox facility)

Boston, MA 02118

[www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx](http://www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx)

Woods Mullen Shelter is an emergency shelter that provides food, clothing, health care, and case management services to men and women who are in need. Woods Mullen has 190 beds, which are given out on a first-come, first-serve basis beginning at 4 p.m. Woods Mullen also offers mail services, substance abuse support, medical and mental health services and referrals, and a work program. The shelter is located at Melina Cass Blvd. & Massachusetts Ave. near the Boston Medical Center.

## **HEALTH AND SAFETY: NORTHEASTERN MASSACHUSETTS**

### **Armistice Homestead**

(978) 466-7778 (Main line for information)

16 Pearl St.

Leominster, MA 01453

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

Armistice Homestead provides a warm and compassionate environment for medically fragile and terminally ill homeless veterans from all eras. Patients receive case management services, access to VA services, and a strong community of support. The program includes 24-hour care in a homelike atmosphere that allows veterans to maintain their independence and dignity.

### **Bridgewell**

(781) 593-1088 (Information line in Lynnfield office)

(339) 883-1700 (Line for Employment Support program at Boston Street Center)

(978) 459-0389 (Line for Lowell Adult Day Treatment and Bridgewell Counseling Services)

(978) 750-6828 (Line for START Clinical Support Services and the Sovner Center in Danvers)

471 Broadway

Lynnfield, MA 01940

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

Bridgewell is a community-based agency that provides residential and clinical support services for individuals with disabilities. Bridgewell staff strive to integrate residents into the community by helping them find work and involving them in local recreational activities. Bridgewell's Employment Support program at the Boston Street Center (BSC) provides job development, placement, and job coaching services to adults with developmental disabilities. Participants at the BSC may have other disabilities such as visual and/or hearing impairments, physical limitations, and medical or behavioral challenges. Bridgewell provides case management and housing for chronically homeless individuals with a mental illness. Bridgewell's representative payee services help transition the homeless to permanent housing and teach money management skills needed to maintain their housing. Partnering with local farms, Bridgewell provides nutritious meals to its residents and to homeless individuals. In addition, Bridgewell administers housing vouchers for very low income individuals with a disability and offers day habilitation services to adults with mild to severe physical and developmental disabilities, including memory impairment, psychiatric disorders that have not responded to other treatment, and Alzheimer's disease. The Lowell Adult Day Treatment (LADT) provides five-day/week intensive treatment for adults with persistent mental illness, and the Bridgewell Counseling Services (BCS) provides behavioral health treatment and continuity of care to individuals with psychiatric and developmental disabilities. The Sovner Center is an outpatient mental health clinic that provides psychiatric assessment, medication management, and psychotherapy to adults with a dual diagnosis.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Northeastern Massachusetts region. Either of those listed can direct the user to other COAs in the region.

#### **Lawrence Council on Aging**

(978) 620-3540 (Office line for information)

#### **Lowell Council on Aging**

(978) 970-4131

155 Haverhill St.  
Lawrence, MA 01840

276 Broadway  
Lowell, MA 01854

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

### **Elder Services of Merrimack Valley, Inc. (ESMV)**

1-800-892-0890 (Toll-free line for learning about services, benefits, and programs)

1-800-924-4222 (Toll-free TTY line)

(978) 683-7747 (Main line for information)

360 Merrimack St., Bldg. #5

Lawrence, MA 01843

<http://www.esmv.org>

Elder Services of Merrimack Valley, Inc. is an Area Agency on Aging, an Aging Service Access Point, and an elder protective service agency for the Merrimack Valley region. ESMV serves the following cities and towns: Amesbury, Andover, Billerica, Boxford, Chelmsford, Dracut, Dunstable, Georgetown, Groveland, Haverhill, Lawrence, Lowell, Merrimack, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury Tewksbury, Tyngsborough, West Newbury, and Westford. ESMV helps individuals remain independent in their home or a place they choose to live for as long as possible. Staff are culturally and linguistically diverse to match the needs of the community. Services include, but are not limited to, referrals to different housing options, nutrition resources (food pantry, Brown Bag Program), behavioral health services, care coordination, education programs (Healthy Eating, Silver Sneakers, Healthy Ideas, Matter of Balance), chronic pain/chronic disease self-management, legal services (protective), skills training, supportive day care, group adult foster care, supportive home care aide, transportation, advocacy, and crisis intervention.

### **Emmaus, Inc.**

(978) 241-3500 (Office line)

150 How St.

Haverhill, MA 01830

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

Emmaus, Inc. manages a variety of housing facilities for homeless individuals. The Emerson Street Apartments have permanent independent housing units for homeless disabled men and women. The Gilead House is a supportive transitional residence for mentally ill adults who are recovering from substance abuse. Jericho House provides supportive housing for chronically homeless men and women who are living with severe mental illness and/or addictions. Mitch's Place is a year-round

emergency overnight shelter for single men and women, where they receive a bed, meals, and staff support to secure needed health and social services in a non-violent atmosphere. The Winter Street Apartments provide affordable permanent housing to homeless disabled women.

### **Grace Center**

(978) 675-6240 (Information line for hours and programs)

P.O. Box 135 (Mailing address)

Gloucester, MA 01930

10 Church St. (Tuesday meeting place at the Unitarian Universalist Church)

48 Middle St. Trinity (Wednesday meeting place at the St. John's Episcopal Church)

70 Middle St. (Thursday meeting place at the Congregational Church)

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

The Grace Center is a day resource center and safe space for the homeless, people in crisis, and those struggling with difficult situations. Professional staff and volunteers provide breakfast and lunch on days the Center is open, nursing services, and health screening and testing. Early intervention and treatment services for folks with alcohol or substance use disorders or those at risk of developing these disorders are provided through the method known as SBIRT (screening, brief intervention, and referral to treatment). Guests also can meet at the Center for weekly yoga classes, weekly meditation, a therapeutic art program, life skills training and job readiness support, and advocacy and referrals.

### **Greater Lawrence Family Health Center (GLFHC)**

(978) 686-0090 (Clinic line for appointments)

(978) 685-7663 (GLFHC line for community-based programs and client social services)

(978) 688-1567 (Pharmacy line)

34 Haverhill St. (Main site)

Lawrence, MA 01840

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

The mission of the Greater Lawrence Family Health Center is to improve and maintain the health of individuals in the Merrimack Valley by providing a network of comprehensive health care services and by training health care professionals to respond to the needs of a culturally diverse community. The GLFHC serves the communities of Lawrence, Methuen, Haverhill, Andover, and N. Andover with a network of clinics that have a preventive-oriented approach and integrate social programs with clinical services. These services include integrative medicine, office-based opioid therapy, Hepatitis C clinic, care for individuals living with HIV/AIDS, the Healthy Weight Clinic, asthma self-management education, a behavioral health medical integration pilot, a diabetes self-management program, the “I Can Cope” Spanish-speaking breast cancer support group, pharmacies located in several of the Health Centers, nutritional counseling, and a self-management program for people with chronic diseases. The GLFHC also offers Health Care for the Homeless, a program of outpatient medical care for homeless clients at shelters, drop-in centers, and soup kitchens.

### **Hero Homestead**

(978) 353-0234 (Main line for information)

25 Grove Ave.

Leominster, MA 01453

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



Hero Homestead is a 15-bed, substance-free facility where residents are encouraged to co-exist by assisting each other and attending to as many of their own needs as possible. The Hero Homestead program provides transitional housing for veterans who are dealing with substance abuse and mental health issues as well as other challenges related to homelessness.

**Lifefridge Salem (formerly known as The Salem Mission)**

(978) 744-0500 (Main line in English and in Spanish languages)

56 Margin St.

Salem, MA 01970

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

Lifefridge Salem strives to end the crisis of homelessness by offering the following services: safe shelter, supportive housing, community meals, day services, a health clinic, and clothing. The shelter offers beds to individual men and women, with additional beds added in winter. The Seeds of Hope campus provides housing units, where tenants have a case manager and access to other Lifefridge services, such as the thrift shop, food pantry, and meals program. Break Bread Together Community Meals offers three meals every day to shelter residents and anyone else who is hungry. Seeds of Change Day Services provide case managers to help guests set goals for themselves and develop a plan for obtaining affordable housing. Case managers also assist guests with mental health and substance abuse issues. Lifefridge's on-site health clinic is staffed four days a week by nurses and mental health clinicians, who deliver primary care to the guests. Street advocates bring homeless individuals from parks and public buildings to Lifefridge to ensure that their basic needs are met.

**Loaves and Fishes Food Pantry**

(978) 772-4627 (Main line for information)

234 Barnum Rd.

Devens, MA 01434

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

Loaves and Fishes Food Pantry provides food and temporary support services to residents of Ayer, Devens, Groton, Harvard, Littleton, and Shirley. A person who lives in one of these towns may visit the Food Pantry twice a month with proof of residency (POR); however, anyone who is homeless also may come to the Pantry for food and clothing.

**Lowell Transitional Living Center (LTLC)**

(978) 441-0805 (Main phone line)

205 Middlesex St.

Lowell, MA 01852

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

The Lowell Transitional Living Center provides programs that meet immediate needs for emergency shelter and food, along with case management that enables individuals to make the transition from a shelter bed to a permanent home. At LTLC, each person begins a process that is geared toward ending his/her homelessness. In addition, the Bad Weather Bed program, open during the winter months, provides shelter to individuals who may not normally come inside; this offers the opportunity for case managers to reach some of the most chronically homeless individuals. LTLC's Community Meals Program provides meals to people in the program, those living on the streets, and low income people. Case managers help guests develop a plan that will lead to employment and housing. They also work

with individuals who need detox and drug/alcohol rehabilitation to access programs that provide these services as well as transportation to their facilities. In partnership with the Lowell Community Health Center, the LTLC has a part-time registered nurse on site for assessment and triage. Elliot Community Health provides a mental health specialist who is available for consultations.

#### **Lowell Vet Center**

(978) 453-1151 (Main line for information)

10 George St., Gateway Center

Lowell, MA 08152

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

#### **Montachusett Home Care Corporation (MHCC)**

1-800-734-7312 (Toll-free line for information)

(978) 537-7411 (Main line for information)

(978) 514-8841 (TTY line for information)

680 Mechanic St., Suite 120

Leominster, MA 01420

<http://www.montachusettshomecare.org>

Montachusett Home Care Corporation is an Aging Services Access Point that strives to assist elders age 60 and older and disabled persons to remain safely in their own homes through the provision of in-home and community-based services that are designed to prevent unnecessary nursing home placement. MHCC serves the towns and cities of Ashburnham, Ashby, Ayer, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Hubbardston, Lancaster, Leominster, Pepperell, Princeton, Shirley, Sterling, Templeton, Townsend, Westminster, and Winchendon. Services include, but are not limited to, homemaker and personal care, case management, grocery shopping, meal preparation, transportation to certain medical treatments, the Money Management Program, protective services, and several supportive housing and community-based residential programs.

#### **Montachusett Opportunity Council, Inc. (MOC)**

(978) 345-7040 (Main office line for information)

(978) 342-6259 (Nutrition line)

(978) 343-5706 (Line for information about housing and eligibility requirements)

133 Prichard St.

Fitchburg, MA 01420

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

The Montachusett Opportunity Council is the designated community action agency for 30 communities in the North Central region of MA. MOC's mission is to alleviate poverty and create healthy communities by providing services, coordinating community resources that promote self-sufficiency, and advocating for social change. Services include education, workforce development,

nutrition, health, community services, and housing and homelessness services. MOC's Elder Nutrition program provides a variety of meals programs to individuals age 60 years and older. The program enables them to live on their own instead of in a nursing facility. In addition, it promotes better health, reduces isolation, and offers elders the opportunity to live in dignity. Programs include community dining and home-delivered meals, other food assistance such as Brown Bag Meals, farmers market coupons, and SNAP (formerly known as Food Stamps). MOC's Housing and Emergency Services provides intake, assessment, referral, and case management to help low-income clients connect with a broad range of programs and resources, and find and maintain housing.

### **Montachusett Veterans Outreach Center, Inc. (MVOC)**

(978) 632-9601 (Main line for information)

268 Central St., Suite A

Gardner, MA 01440

[www.veterans-outreach.org](http://www.veterans-outreach.org)

Montachusett Veterans Outreach Center, Inc. serves all veterans throughout the north central region of Massachusetts. MVOC strives to support veterans in need of services to develop a resilient, self-sufficient lifestyle. To this end, MVOC offers the following services: veterans benefits, transitional and low-income housing, food assistance, counseling services, transportation to medical appointments, and job training. There is also support for veterans suffering from PTSD and veterans in need of help for alcoholism through attendance at AA meetings.

### **North Shore Elder Services, Inc.**

1-800-243-4636 (Toll-free line for information)

(978) 750-4540 (Main line for information)

(978) 624-2244 (TDD/TTY line for information)

300 Rosewood Dr., Suite 200

Danvers, MA 01923

<http://www.nselder.org>

North Shore Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the communities of Danvers, Marblehead, Middleton, Peabody, and Salem. Its mission is to serve the functional needs of adults age 60 and older and people with disabilities. North Shore Elder Services does this by providing support, information, and services so that each elder or disabled person can live as independently as possible in locations of their choice for as long as possible. A variety of home care services are available to maintain independence at home; they include personal care, homemaking, and personal emergency response. As part of an interdisciplinary team, a care manager assesses an individual's needs, then develops and monitors the plan of care. Several programs offer an increased level of services for frail elders at home to prevent nursing facility placement: adaptive equipment, adult day care, grocery shopping, light cleaning, laundry, home-delivered meals, and bathing assistance. Protective Services is a program to investigate reports of elders who are abused, exploited, neglected, or self-abusing. Other services include a Money Management program, the SHINE program for free health insurance information and counseling, and monthly Over the Rainbow Dinner Club meetings for LGBT elders at the House of the Seven Gables.

**North Shore Veterans Counseling Services, Inc.**

(978) 921-4851 (Line for information on M-F from 8 a.m. to 4 p.m.; Note: evening appointments avail.)  
45 Broadway St.  
Beverly, MA 01915

<http://www.northshoreveterans.com>

North Shore Veterans Counseling Services offers assistance to any veteran or to a family member or significant other of that veteran. A veteran's needs are addressed with confidentiality except when current child abuse, elder abuse, or domestic violence is involved. The North Shore Veterans Counseling Services does work in, but is not limited to, the following areas: PTSD, housing and employment, training and education, substance abuse counseling, family counseling, veterans benefits and advocacy, anger management, adjustment counseling, service documentation requests, discharge upgrading, relapse prevention, and HIV/AIDS support services.

**Our Father's House**

(978) 345-2256 (Main office line)  
(978) 345-3050 (Line for shelter; call after 3 p.m.)  
(978) 855-5184 (Line for Director of Homeless Services; line for mobile outreach unit)  
199 Summer St. (Administrative office)  
P.O. Box 7251 (Mailing address)  
Fitchburg, MA 01420

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

Our Father's House consists of several programs and buildings. The Emergency Shelter is a dry shelter that provides meals, housing search, and advocacy services to homeless men and women. Each guest meets with a case manager on a weekly basis and is expected to participate in his/her service plan. Length of stay is determined on an individual basis. The Lunenburg Street Transitional Shelter Program for Women offers homeless women the opportunity to participate in a program for up to six months. By involving the women in the operation of the program—food shopping, cooking, cleaning, and addressing underlying problems that contribute to their homelessness—Our Father's House is able to reduce the rate of return to shelter. A permanent Housing Program for Homeless Men in Recovery provides case management and is located on Leighton Street. Modeled on the Leighton Street plan, Elizabeth House on Mechanic Street provides transitional housing to homeless women in recovery.

**Our Neighbor's Table**

(978) 388-1907 (Main line for information)  
P.O. Box 592  
145 Main St.  
Amesbury, MA 01913

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

Our Neighbor's Table helps fight hunger by offering nourishing food, kindness, and dignity to individuals and families who live in Amesbury, Boxford, Byfield, Georgetown, Groveland, Merrimac, Newbury, Newburyport, Salisbury, South Hampton, and West Newbury.

**The Psychological Center (TPC)**

(978) 685-1337 (Main phone line)

(978) 975-4547 (Daybreak Shelter line)

11 Union St.

Lawrence, MA 01840

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

The Psychological Center strives to help people who are experiencing mental health problems, alcohol or substance abuse, addiction, homelessness, or other issues to overcome these difficulties with resilience and positive coping responses. TPC offers the following programs: Daybreak Shelter, a 'wet' facility that provides temporary shelter for homeless adults; Pegasus House, a residential treatment facility that promotes skills-building and development of positive relationships within the community; PEOPLE! Recovery Center, a peer-led participatory program for individuals in recovery for addiction to substances; Safe Haven, a home for men; and Women's View Recovery House, a strength-based model for women to learn how to balance life issues with the challenge of maintaining sobriety.

**SeniorCare, Inc.**

1-866-927-1050 (Toll-free line for information)

(978) 281-1750 (Main line for information)

49 Blackburn Center

Gloucester, MA 01930

<http://www.seniorcareinc.org>

SeniorCare, Inc. is an Area Agency on Aging and an Aging Services Access Point that serves the towns of Beverly, Essex, Gloucester, Hamilton, Ipswich, Manchester-by-the-Sea, Rockport, Topsfield, and Wenham. SeniorCare provides and coordinates services that enable people age 60 and older and people with disabilities to live independently at home or in a setting of their choice. This multi-faceted organization provides a one-stop portal for elder services and information that includes a wellness program ('A Matter of Balance, Healthy Eating'), protective services, home care/homemaking, and opportunities to volunteer as a tax aide, a Meals-on-Wheels driver, or an office volunteer.

**Those Who Can, For Those In Need (TWCFTIN)**

(617) 462-5719 (Main line for information)

Winthrop, MA 02152

<http://www.twctin.org>

Those Who Can, For Those in Need is an organization that brings together people from the North Shore and Boston areas to learn about resources and volunteer opportunities that lend support to the following groups: elderly people, low income folks, individuals experiencing homelessness, and people who have lost a loved one. Each September, TWCFTIN holds a Resource Fair in Winthrop.

**Veteran Homestead Hospice**

(978) 353-0234 (Main line for information)

69 High St.

Fitchburg, MA 01420

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

Veteran Homestead Hospice is a warm, compassionate environment for veterans living with life-threatening illness. Through individualized assessment, the staff treats and assists each patient, while

encouraging him or her to take ownership of his life in the final stages of illness. Weekly house meetings are held to address community concerns and issues. Because of medical advances and the quality of care that the Hospice provides, some patients are able to transfer to private living settings.

**Veterans Inc.**

(978) 862-0033 (Main office line for information)

14A Bates St.

Devens, MA 01434

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

The mission of Veterans Inc. is to help homeless veterans of all wars regain control of their lives. To do this, Veterans Inc. treats the “total veteran”. The program is overseen by case managers who develop an Individual Treatment Plan with each client and coordinate the provision of housing, training for employment, and health and wellness services. The veteran housing in Devens, an unincorporated village in the towns of Ayer and Shirley, consists of individual units for both men and women.

**Veterans Northeast Outreach Center**

(978) 372-3626 (Main office line)

(978) 891-7492 (Veterans Representative for job opportunities, including for veterans with a disability)

(617) 210-5480 (Line for name of Veterans Service Officer and information about reaching him or her)

65 Cedar St. (Veterans Mansion and administrative offices)

10 Reed St. (Outreach Center)

Haverhill, MA 01830

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

The Veterans Northeast Outreach Center offers information, referral, advocacy, and support to veterans in the Greater Merrimack Valley and Middlesex County. The Outreach Center has a food pantry and is a place to obtain assistance in filing for federal and state veterans benefits. The Veterans Mansion is a transitional permanent housing program for homeless veterans.

## **HEALTH and SAFETY: SOUTHEASTERN MASSACHUSETTS**

### **AIDS Support Group of Cape Cod (ASGCC)**

(508) 487-9445 x16 (Information line for HIV+ and peer support)  
 (508) 487-8511 (Line for setting up rapid HIV testing in Provincetown)  
 (508) 778-1954 (Line for setting up rapid HIV testing in Hyannis)  
 336 Commercial St.  
 Provincetown, MA 02657

<http://asgcc.org>

The AIDS Support Group of Cape Cod works to foster health, independence, and dignity for people living with HIV/AIDS and Viral Hepatitis by providing care, support, and housing. ASGCC strives to reduce the spread of HIV and other sexually transmitted infections through prevention, education, and testing services. The Foley House, a joint partnership between the Provincetown Housing Authority and ASGCC, was created to address homelessness for PLWHA. Although the main eligibility criterion is homelessness, residents also have an HIV diagnosis and must be willing to live cooperatively in a congregate and harm reduction setting. ASGCC also offers a variety of services that span all communities of Cape Cod and the Islands. Services include the use of ASGCC case managers to assist people in need as they apply for fuel assistance; educational programs to inform civic groups, schools, and social service agencies about HIV, Hepatitis C, and other blood-borne or sexually transmitted illnesses; and free screening services, vaccines, clean needles, and Narcan training.

### **Bay State Community Services, Inc. (BSCS)**

(617) 471-8400 (Office line for information)  
 1120 Hancock St.  
 Quincy, MA 02169

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

At Bay State Community Services, special attention is given to reaching out to vulnerable and high-risk populations. To this end, the BSCS Outpatient Services division, made up of a team of social workers, psychiatrists, psychologists, counselors, addiction specialists, and outreach workers, provides services to individuals who are dealing with issues involving mental health and substance abuse. Staff at BSCS operate with the belief that services must be aligned and integrated at the local level in order to be responsive to the unique needs of each individual. Outpatient Services includes the Intensive Recovery Program (IRP), where people in the process of returning to their communities receive short-term, focused, supportive addictions treatment in a therapeutic setting.

### **Bristol Elder Services, Inc.**

(508) 675-2101 (Main line for information)  
 (508) 646-9704 (TTY line for information)  
 (508) 324-4619 (Nutrition office line)  
 1 Father DeValles Blvd.  
 Fall River, MA 02723

<http://www.bristolelder.org>

Bristol Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the cities/towns of Attleboro, Berkley, Dighton, Fall River, Freetown, Mansfield, North Attleboro,



Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton, and Westport. Services include adaptive equipment, adult day health, adult foster care, case management, congregate meals, nutrition counseling and education, skills training, Alzheimer's/dementia coaching, chronic disease self-management, translation/interpreting, protective services, and transportation.

**Cape & Islands Veterans Outreach Center** (formerly, the Nam Vets Association of the Cape & Islands)

1-800-273-8255 (Toll-free Veterans Crisis Line)

(508) 778-1590 (Main office line)

569 Main St., Suite 6

Hyannis, MA 02601

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

Founded by the Nam Vets Association, The Cape & Islands Veterans Outreach Center partners and networks with key state and federal agencies to provide services for veterans of all eras who are in need of housing, employment, and medical or psychological services. In addition, the Outreach Center has free clothing available and a Food Pantry where veterans may receive food twice a month. The newly opened Grace Veterans Center offers psychological counseling, substance abuse interventions, housing assistance, referrals to the Massachusetts General Home Base Program for Neuro Evaluations, and alternative therapies. Off-site services include referrals to agencies working in the areas of education, legal issues, employment, finances, occupational therapy, hospice care, physical therapy, and interactive community projects with organizations such as Councils on Aging. Most of the services are available to all veterans regardless of their eligibility for VA services.

**Catholic Social Services of Fall River, Inc. (CSS)**

(508) 674-4681 (Main phone line)

(508) 997-7337 (New Bedford office line; use to reach the Solanus Casey Food Pantry)

1600 Bay St. (Central office)

P.O. Box M/So. Station

Fall River, MA 02724

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

Catholic Social Services strives to improve the quality of life for those in need by providing social and human services. To this end, CSS provides financial assistance, utility assistance, and access to low-income housing programs. CSS also offers mental health counseling, crisis intervention services and disability services, which include case management, referral, assistance in navigating state and federal services, and attention to marginalized clients. For individuals who are experiencing homelessness and for those with a disability, CSS offers shelter as well as permanent supportive housing. The CSS Solanus Casey Food Pantry in New Bedford is open to poor and homeless individuals in the area.

**Coastline Elderly Services, Inc.**

1-866-274-1643 (Toll-free line for information)

(508) 999-6400 (Main line for information)

(508) 994-4265 (TDD line)

1646 Purchase St.

New Bedford, MA 02740

<http://www.coastlineelderly.org>

Coastline Elderly Services, Inc. is a multi-service agency for all elder concerns, needs, and services. As

such, the agency serves people who are age 60 and older and who are financially- and need-eligible. Coastline serves residents of Acushnet, Dartmouth, Fairhaven, Marion, Mattapoisett, New Bedford, and Rochester and offers services that include adult day health, adult foster care, advocacy, home care services, behavioral health services, case management, and home-delivered and congregate meals. In the area of education, services include a chronic disease self-management program, Tai Chi for better balance, the Healthy Eating program, and money management. Coastline also offers transportation, utility assistance, support groups, and specialized housing referrals.

### **Community Health Center of Cape Cod**

(508) 477-7090 (Main line for information)

107 Commercial St.

Mashpee, MA 02649

<http://www.chcofcapecod.org>

The Community Health Center of Cape Cod, formerly known as the Cape Cod Free Clinic, provides primary and preventive health services such as regular office visits, check-ups, screenings, and case management for chronic conditions. Although the Health Center functions like a doctor's office, it also offers dental care, behavioral health, and pharmacy services as well as referrals for specialty care in the areas of cardiology, endocrinology, optometry, and psychiatry. The Veterans' Partnership is a special program to address the specific health needs of veterans of all eras. There is comprehensive diabetes care at the Health Center, which provides education, monitoring, and support for a patient with diabetes. The Health Center cares for all patients, regardless of ability to pay or insurance status.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Southeastern Massachusetts region. Either of those listed can direct the user to other COAs in the region.

#### **Provincetown Council on Aging**

(508) 487-7080 (Office line for information)

2 Mayflower St.

Provincetown, MA 02657

#### **Plymouth Council on Aging**

(508) 830-4230 (Office line for information)

44 Nook Rd.

Plymouth, MA 02360

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

**DOVE, Inc. (Domestic Violence Ended)**

1-888-314-3683 (Toll-free crisis Hotline)

(617) 471-1234 (Domestic violence crisis Hotline)

(617) 770-4065 (Community Advocacy &amp; Prevention Services line)

P.O. Box 690267

Quincy, MA 02269

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

DOVE, Inc. offers services and support for victims of domestic violence—all adults who have been abused emotionally, financially, physically, and/or sexually. As a multi-service organization, DOVE provides crisis intervention, danger assessment, and safety planning as well as emergency shelter and legal advocacy and representation. All services are confidential and grounded in advocacy, and every effort is made to help victims overcome the sense of isolation and vulnerability.

**Duffy Health Center (DHC)**

(508) 771-9599 (Clinic line)

(508) 771-7517 (Administrative line)

94 Main St.

Hyannis MA 02601

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

Duffy Health Center strives to prevent and reduce homelessness on Cape Cod by providing primary health care integrated with case management. Specifically, DHC provides medical care, mental health and substance abuse treatment, case management, and housing services to people who are homeless or at risk of homelessness. Ongoing support and follow-up by Duffy's multidisciplinary team give clients the opportunity to break free from the cycle of homelessness and rejoin the larger community.

**Elder Services of Cape Cod and the Islands, Inc. (ESCCI)**

1-800-442-4492 (Toll-free line for information)

1-800-244-4630 (Toll-free line for information)

(508) 394-4630 (Office line for information)

68 Route 134

South Dennis, MA 02660

<http://www.escci.org>

Elder Services of Cape Cod and the Islands, Inc. is an Aging Services Access Point, an Area Agency on Aging, and an Aging and Disability Resource Consortium for the counties of Barnstable, Dukes, and Nantucket. ESCCI offers the following services: adult day health, adult foster care, advocacy, nutrition education, transportation, utility assistance, protective services, money management, congregate meals, case management, emergency assistance, home care services, opportunities for volunteering, multimedia outreach, nutrition counseling, home-delivered meals, and caring homes.

**Esther R. Sanger Center for Compassion (ERSCC)**

(617) 847-6967 (Main office line for information)

(617) 471-7075 (Quincy Crisis Center Hotline: free and confidential)

282 Billings Rd

Quincy, MA 02170

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

The Elizabeth R. Sanger Center for Compassion is a faith-based outreach agency whose primary mission is to meet the needs of the disenfranchised and marginalized members of the South Shore community. Primarily volunteer-based, the ERSCC equips volunteers to provide a helping hand and a listening ear to individuals in need. The Quincy Crisis Center (QCC), one of ERSCC's programs, offers a 24-hour Crisis Hotline (number above) that provides confidential crisis counseling, information, and referrals. The QCC also has a hot meal program that offers a free, nutritious noon-time meal each weekday in the basement of United First Parish Church (Church of the Presidents) in Quincy Center. The QCC's food pantry includes a program that delivers free groceries directly to the homes of those in need, including the elderly, disabled homebound, and those who are unable to access other food pantries. The Sojourners is QCC's visitation and advocacy program that serves isolated adults—primarily senior citizens and disabled people who would benefit from the visit of a friendly volunteer.

### **Fall River Veterans Center/Veterans Association of Bristol County**

(508) 679-9277 (Main line for information)

755 Pine St.

P.O. Box 9091 (Mailing address)

Fall River, MA 02720

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

The Fall River Veterans Center, home of the Veterans Association of Bristol County, is an outreach center that serves veterans and their families living in Bristol County. The Center offers veterans of all eras opportunities for companionship with other vets and provides drug counseling, rehabilitation counseling, and meals. There are also opportunities to volunteer at the Center.

### **Falmouth Service Center (FSC)**

(508) 548-2794 (Office line for information)

611 Gifford St.

Falmouth, MA 02540

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

The Falmouth Service Center strives to ease stress, reduce hunger, and improve the quality of life for those in need. To this end, FSC offers a food pantry; a clothing room, where clients can find clothes that are in good condition and appropriate for the season; financial assistance; health care access; a community garden; cooking classes; and affordable housing units.

### **Father Bill's & MainSpring (FBMS)**

(508) 427-6448 (Administrative offices line)

(617) 770-3314 (Line for Father Bill's Place)

(617) 770-3314 x255 (Prevention Hotline)

(508) 587-5441 (Line for MainSpring House)

(508) 894-0292 (Veteran's Program line)

1-877-424-3838 (Toll-free National Call Center for Homeless Veterans)

1-800-273-8255 (Toll-free 24/7 VA Veterans Suicide Hotline)

38 Broad St. (Father Bill's Place)

Quincy, MA 02169

54 N. Main St. (MainSpring House; also the location of The Table)

Brockton, MA 02301

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

Father Bill's & MainSpring strives to help homeless people obtain a home by offering temporary shelter, identifying safe and affordable housing, and providing permanent housing with supportive services. Concurrently, FBMS works with guests who are homeless or at risk of homelessness to help them achieve self-sufficiency. The Table, run by FBMS, provides free healthy lunches to men and women six days a week (closed Tuesday). FBMS also offers a variety of supports to help veterans get back on their feet and rejoin their communities by providing the following services: emergency shelter, a transitional program with studio apartments and supportive services, permanent supportive housing for veterans, specialists to help veterans access services and benefits, the Peer-to-Peer program in collaboration with the regional Veterans Administration (VA) and Department of Veteran Services, and the U.S. Workforce program to help veterans prepare for and find employment.

### **Grace Veterans Center (GVC)**

1-800-273-8255 (Toll-free Veterans Crisis Line for crisis or emergency)

(508) 778-1590 (Main line for information)

569 Main St.

Hyannis, MA 02601

<http://graceveterans.org>

The Grace Veterans Center is a branch of the Cape & Islands Veterans Outreach Center. The mission of the GVC is to work with all veterans support agencies and groups on the Cape to coordinate and expand, with greater efficiency, the services that are currently provided to veterans on Cape Cod. Those eligible for care at GVC include soldiers and airmen on active duty, soldiers and airmen in the National Guard, people in the Army Reserve, and retired/out-of-uniform veterans. Services include a combination of traditional and holistic healing: psychological counseling, Warrior Yoga, massage therapy, mindfulness, substance abuse interventions, mentoring, housing assistance, and referrals to Massachusetts General Home Base Program for Neuro Evaluations.

### **Health Imperatives**

1-888-293-7273 (Toll-free Hotline after physical or sexual assault or fear of such violence)

(508) 894-2869 (TTY line for help after assault or fear of such violence)

(508) 588-8255 (24/7 Hotline; free, confidential counseling in sexual or domestic violence incidents)

(508) 583-3005 (Office line for information)

(508) 732-8981 or (508) 732-8982 (ACCESS—AIDS Comprehensive Care Education & Support Services)

942 West Chestnut St.

Brockton, MA 02301

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

Health Imperatives is a community-based agency that offers a continuum of safety, prevention, and intervention services to families and individuals on the South Shore and Cape Cod and the Islands. Health Imperatives' mission is to improve the health and well-being of low-income or vulnerable populations. There are three particularly strong programs that would be appropriate for older adults: A New Day, PASS, and Penelope's Place. A New Day, formerly Womansplace Crisis Center, has offices in Brockton, Plymouth, and Quincy, where a victim of sexual assault or relationship violence can receive medical advocacy, legal advocacy, coping skills, and prevention education. PASS, or Plymouth AIDS Support Services, provides reintegration services to incarcerated and newly released people living with HIV, as well as educational information and referrals to agencies in Southeastern MA. People living

with HIV who are not involved with the correctional system may also receive medical and/or case management services through Jordan Hospital's ACCESS program (see contact information above). Penelope's Place offers healing, a five-bedroom domestic violence shelter, and help in acquiring life skills to prepare for transitions to more independent living.

### **Highpoint Treatment Center (HTC)**

(508) 224-7701 (Main line for accessing all programs)  
 (774) 628-1000 (Line for Women's Addiction Treatment Center)  
 (508) 742-4400 (Line for Men's Addiction Treatment Center)  
 (508) 584-9210 (Line for Brockton Addiction Treatment Center)

1233 State Rd.

Plymouth, MA 02360

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

Highpoint Treatment Center strives to prevent and treat chemical dependency and provide therapeutic services for mental health issues. Additional goals include helping individuals achieve personal change and accept responsibility toward an improved quality of life, so that they can successfully transition into the community. To this end, HTC offers a full continuum of care for addictive disorders. Care occurs through the Women's Addiction Treatment Center (WATC), the Men's Addiction Treatment Center (MATC), and the Brockton Addiction Treatment Center (BATC). All admissions to the WATC and the MATC come from Massachusetts courts under the Section 35 civil commitment order. Since the BATC is a voluntary program, an individual must call for admission and take part in a brief phone screening before being accepted for admission.

### **Housing Assistance Corporation (HAC)**

(508) 771-5400 (Main office line for information)  
 (508) 778-5255 (Line for NOAH Shelter/Day Center)  
 460 W. Main St., #1 (Office address)  
 77 Winter St. (NOAH Shelter and Day Center address)

Hyannis, MA 02601

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

The Housing Assistance Corporation offers a continuum of housing services that are designed to evolve with the changing needs of the community. HAC provides emergency shelter and meals, employment services, homelessness prevention assistance, and housing subsidies. HAC also offers consumer education, weatherizes and conducts energy rehabs for low-income properties, and develops affordable housing for seniors. The NOAH Shelter is HAC's emergency shelter for men and women who become homeless on Cape Cod. In addition to providing a safe place to sleep, the NOAH Shelter offers job-search and housing-search assistance, case management, legal clinics, and substance-abuse and mental-health counseling. The NOAH Shelter recently opened the NOAH Day Center for homeless women and men who are not abusing substances or using alcohol.

### **The Nathan Hale Veterans Outreach Centers**

(508) 923-0900 (Office line)  
 260 Centre St., Unit B  
 Middleboro, MA 02364  
 (508) 747-2003 (Office line)

34 Main St. Ext., Suite 204  
Plymouth, MA 02360

[www.the.nathanhaleveteransoutreachcenterplymouthma.com](http://www.the.nathanhaleveteransoutreachcenterplymouthma.com)

The Nathan Hale Veterans Outreach Centers are drop-in day centers that serve veterans and their families in the following communities: Plymouth, Middleboro, Kingston, Marshfield, Duxbury, Carver, Pembroke, Lakeville, Plimpton, West Bridgewater, Scituate, Bourne, Brockton, Halifax, Lynn, and Quincy. Free services provided by one or both Centers include transportation to and from medical appointments, Veterans Appreciation dinners, day outings, combat/PTSD counseling, arts/crafts classes, and painting classes. Free fresh produce and specialty items are available to veterans at both Centers on a weekly basis. Free clothing is available to needy vets and their families in the Middleboro Center. The Outreach Centers' website contains a guide to veterans benefits and other sources of assistance. The Nathan Hale Foundation operates a shuttle service on the South Shore, which consists of two vehicles that provide transportation five days a week.

### **New Bedford Vet Center**

(508) 999-6920 (Main line for information)

73 Huttleton Ave., Unit 2

Fairhaven, MA 02719

(No website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

### **Old Colony Elder Services, Inc.**

1-800-922-2275 (Elder Abuse Hotline)

(508) 584-1561 (Main line for information)

(508) 587-0280 (TTY line for information)

144 Main St.

Brockton, MA 02301

<http://www.oldcolonyelderservices.org>

Old Colony Elder Services, Inc. is an Aging Services Access Point that serves people age 60 and older and disabled individuals who live in the following cities and towns: Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Lakeville, Marshfield, Middleborough, Pembroke, Plymouth, Plympton, Rockland, Stoughton, Wareham, West Bridgewater, and Whitman. Old Colony strives to help elders and disabled people to live with dignity and independence by providing information and services that promote healthy, safe living. Services include, but are not limited to, an individualized care plan, companionship, fuel assistance, minor home repair, medical transportation, emergency medical needs, referral, adult day health, personal care, home-delivered meals, food shopping, supportive day care, supportive housing, wellness programs, and protective services.



**Old Colony Planning Council (OCPC)**

(508) 583-1833 (Main office for information and referral)

(508) 533-1833 (TDD for information)

70 School St.

Brockton, MA 02301

<http://www.ocpcrpa.org>

As an Area Agency on Aging, the Old Colony Planning Council advocates on behalf of people age 60 and older, does the planning, and develops services. OCPC serves the same communities as does the Old Colony Elder Services, an Aging Services Access Point (above) and provides the following services: minority elder outreach/supportive services, transportation, legal services, emergency assistance, congregate and home-delivered meals, personal care services, and services for disabled elders.

**Quincy Community Action Programs, Inc. (QCAP)**

(617) 479-8181 (Main office line)

(617) 479-8181 x374 (Financial Literacy Education and Individual Development Account Program)

(617) 479-8181 x313 (Facility and Property Director's line)

(617) 471-0796 (Emergency Food Center; line for help with application for Food Stamps)

1509 Hancock St.

Quincy, MA 02169

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

Quincy Community Action Programs, Inc. helps low- and moderate-income people improve the quality of their lives by offering them services during a financially difficult time. For example, QCAP offers a range of programs that help people save money on their heating costs through the Fuel Assistance program, which pays a portion of their annual winter heating costs, and the Energy Conservation program, which helps lower heating costs and improves efficiency. QCAP also helps individuals with limited resources by providing emergency food and helping them apply for food stamps. QCAP's Housing Program offers emergency rent assistance and affordable housing, including single occupancy rooms and one- and two-bedroom apartments.

**South Shore Elder Services, Inc. (SSES)**

1-800-922-2275 (Toll-free Elder Abuse Hotline open nights and weekends; otherwise, call main line)

(781) 848-3910 (Main line for information and referral)

(781) 356-1992 (TDD line for information and referral)

1515 Washington St.

Braintree, MA 02184

<http://www.sselder.org>

South Shore Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves people age 60 and older and people with disabilities in the following communities: Braintree, Cohasset, Hingham, Holbrook, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth. SSES strives to promote and maintain an optimal level of elder independence through the coordination of resources and advocacy; it also aims to promote personal choice and self-determination based on the elder's culture and lifestyle. To carry out its mission of maintaining an elder's independent and well-being, SSES offers resources that include home-delivered meals, personal care, the Friendly Visitor Program that helps to alleviate loneliness, health insurance counseling, and money management.

**Veterans Transition House (VTH)**

(508) 992-5313 (Main office line for information; speak with a staff member)

20 Willis St.

New Bedford, MA 02740

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

Veterans Transition House provides homeless and at-risk veterans in the Massachusetts South Coast area with shelter and services that have a special focus on healing from substance abuse and learning new life skills. The VTH offers the following Veterans Assistance programs: relapse prevention through the development of positive coping skills to resist a return to substance use; alcohol/drug education to offer clients information and an opportunity to participate in discussion groups about the effects of alcohol and drugs on the individual, including common medical problems associated with substance abuse; education around mental health and treatment for common mental health issues; exercise and education about the role of exercise and nutrition in physical health; vocational training, including basic computer skills training, referrals, and employer resources in the South Coast area; and transportation to a medical appointment at the VA.

## **HEALTH and SAFETY: WESTERN MASSACHUSETTS**

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Western Massachusetts region. Either of those listed can direct the user to other COAs in the region.

#### **Pittsfield Council on Aging**

(413) 499-9346 (Office line for information)  
330 North St.  
Pittsfield, MA 01201

#### **Amherst Council on Aging**

(413) 259-3114 (Office line for information)  
70 Boltwood Walk  
Amherst, MA 01002

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

### **Elder Services of Berkshire County, Inc. (ESBC)**

1-800-544-5242 (Toll-free line for information)  
(413) 499-0524 (Information and referral line; line for intake)  
877 South St., Suite 4E  
Pittsfield, MA 01201

<http://www.esbci.org>

Elder Services of Berkshire County, Inc. provides home care services to people who are 60 and older and those who are under 60 and Medicaid eligible for special programs. Please note that some programs have income guidelines. ESBC serves elders in all cities and towns in Berkshire County and strives to enable elders to maintain their dignity and independence by providing a large variety of services and programs. These services and programs include in-home care, transportation, trainings and education programs, nursing home screenings, monthly Berkshire Senior Newspaper, monthly Berkshire Senior TV program, Farmers Market coupons during the summer, protective services, adaptive equipment, adult day health, adult foster care, behavioral health services, case management, congregate meals, employment assistance, goods and services, home-delivered meals, money management, nutrition counseling, volunteer shopper, and coordination of care.

### **Franklin County Home Care Corporation (FCHCC)**

1-800-922-2275 (Toll-free 24/7 Hotline to report elder abuse or neglect)  
1-800-732-4636 (Toll-free Information and Caregiver Resource Center, or ICRC)  
(413) 773-5555 (Line for Information and Caregiver Resource Center, or ICRC)  
(978) 544-2259 (ICRC line)

(413) 772-6566 (TTD line for ICRC)  
 330 Montague City Rd.  
 Turners Falls, MA 01376  
<http://www.fchcc.org>

The Franklin County Home Care Corporation is an Aging Services Access Point and an Area Agency on Aging, which serves the towns of Franklin County. FCHCC is committed to serving a diverse population, preventing or postponing the need for institutional care among elderly and disabled people, and advocating for their needs. FCHCC offers the following on-line resources: a home-repair guide and “The Good Life: News for Elders, Caregivers, and Persons with Disabilities”, “The Silverline: A Directory of Resources for Elders, Caregivers, and Persons with Disabilities” (for hard copy, call one of the ICRC lines listed above), and menus for Meals on Wheels and Dining Centers.

### **Friends of the Homeless (FOH)**

(413) 732-3069 (Office line for information and assistance)  
 (413) 734-7140 (FOH clinic line; call for hours; health care available Mon.-Sat. on walk-in basis)  
 (413) 731-9575 (Line for information about dental care)  
 755 Worthington St. (Administrative offices, Resource Center, dining facility, and women's shelter)  
 769 Worthington St. (Men's shelter; nursing and dental care available at this location)  
 Springfield, MA 01105  
[www.fohspringfield.org](http://www.fohspringfield.org)

Friends of the Homeless provides homeless individuals separate women's and men's overnight shelters, which are equipped with telephones, showers, and laundry facilities. In addition, FOH offers shelter guests three basic meals each day and a Resource Center, open seven days a week. At the Resource Center, men and women can participate in classes and activities and have access to computers and computer training. FOH case managers and professionals from other agencies work with clients to help them remove obstacles to gaining permanent housing. The Health Care for the Homeless program operates a clinic at FOH, where individuals can access nursing and dental care.

### **Greater Springfield Senior Services, Inc. (GSSSI)**

(413) 781-8800 (Main line for information and referral)  
 (413) 272-0399 (TDD/TTY line for information and referral)  
 66 Industry Ave., Suite 9  
 Springfield, MA 01104  
<http://www.gsssi.org>

Greater Springfield Senior Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the communities of Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, and Wilbraham. GSSSI's mission is to keep people who are age 60 and older and people who have disabilities at home safely and independently by providing assistance and access to a comprehensive range of services, which include case management, home care, home-delivered meals, senior community dining, money management, congregate housing, and adult day care.

**Health Care for the Homeless (HCH) Program**

(413) 748-9064 (Line for HCH)

Mercy Medical Center

271 Carew St.

Springfield, MA 01104

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

The Mercy Health Care for the Homeless Program provides primary care services on-site at shelters in Hampden, Franklin, and Hampshire counties. The HCH team also delivers care to homeless individuals in soup kitchens, job placement sites, and transitional programs. The HCH Program follows a nursing model of health care; it consists of health care professionals as well as an executive director, who work together to provide assessment, intervention, referrals, follow-up, and education. In addition, a corps of volunteer physicians extends the team's ability to carry out its work by accepting HCH nurses' referrals and providing free medical care in their offices.

**Highland Valley Elder Services**

1-800-322-0551 (Toll-free line for information)

(413) 586-2000 (Main line for information)

320 Riverside Dr., Suite B

Florence, MA 01062

<http://www.highlandvalley.org>

Highland Valley Elder Services is a state-designated Aging Services Access Point and a federally designated Area Agency on Aging that serves people age 60 and older and individuals with disabilities. Highland Valley strives to serve older adults through collaboration, education, advocacy, and a range of programs designed to support them safely where they live. Programs include money management, home-delivered meals, Community Dining Centers, employment services, protective services, and daily living assistance with personal care, meals, and laundry. Highland Valley serves the following areas: Amherst, Blandford, Chester, Chesterfield, Cummington, Easthampton, Goshen, Granville, Hadley, Hatfield, Huntington, Middlefield, Montgomery, Northampton, Pelham, Plainfield, Russell, Southampton, Southwick, Tolland, Westfield, Westhampton, Williamsburg, and Worthington.

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

(413) 734-5476 (Office line for information)

(413) 785-5288 (TTY line)

995 Worthington St.

Springfield, MA 01109

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

The Mental Health Association provides residential and support services for people impacted by mental illness, developmental disabilities, substance abuse, and homelessness. The Mental Health Division of MHA provides Community Based Flexible Supports services for adults. The MHA's residential continuum includes specialty programs that address the co-existent diagnoses of mental illness, trauma, and substance abuse. MHA also offers a range of supported living and community-based residential models to meet the needs of individuals with developmental disabilities.

**Puerto Rican Veterans' Association of Massachusetts, Inc.**

DBA Springfield Bilingual Veteran Outreach Center

(413) 731-0194 (Main office line)

281 Franklin St.

Springfield, MA 01107

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

The Cpl. Zayas Bilingual Veterans Outreach Center is committed to serving the basic needs of veterans. The Outreach Center can provide assistance in applying for veterans benefits. The Center also can provide clothing; make referrals for housing, employment, and MassHealth; provide legal assistance; and obtain counseling services for veterans and their families, including drug and alcohol counseling.

**ServiceNet, Inc.**

(413) 585-1300 (Office line for information)

129 King St.

Northampton, MA 01060

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

ServiceNet provides clinical, residential, rehabilitative, recovery, and support services for adults. Programs include outpatient behavioral health services, which provide counseling and psychiatry; home health care; and rehabilitative and residential programs for adults with substance abuse, mental health, and cognitive issues. The Developmental and Brain Injury Division of ServiceNet provides a continuum of community residential and support programs, including shared living arrangements and supported apartments. This division also offers a vocational day program, a brain injury social recreation program, and a landscaping business for those who are prepared for a competitive work experience. For individuals who are in the early stages of substance abuse recovery, ServiceNet offers transitional residences that provide a lightly structured, drug-free environment, which is maintained through 24-hour staffing and case management services. For people with mental health and cognitive challenges, ServiceNet's Wellness Coalition seeks to improve their health by equalizing access to quality health care through reducing stigma associated with these challenges.

**Soldiers' Home in Holyoke**

(413) 532-9475 (Main line for information; dial x1120 for pastoral care services)

(413) 536-1222 (Line for outpatient services)

110 Cherry St.

Holyoke, MA 01040

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

The Soldiers' Home in Holyoke provides personal health care services, both residential care and outpatient services, to Massachusetts veterans of all wars. Licensed social workers are involved in the admissions process and the provision of social work services to veterans in both domiciliary and longterm care. In addition, the Soldiers Home provides pharmacy services, dental services, physical therapy, and nutritional consultations. Pastoral care services are offered to meet the spiritual needs of the veterans, and recreational activities designed to meet the veterans' physical, social, and emotional needs are offered as well. These activities include physical group exercise, arts and crafts, current events, coffee hour, group outings, bingo and other games, and celebration of all holidays.

**Soldier On**

1-866-406-8449 (Toll-free line for information about Leeds Soldier On)

(413) 236-5644 (Office line in Pittsfield)

(413) 582-3059 (Office line in Leeds)

(413) 584-4040 x2288 (Soldier On line at the Northampton VA Medical Center; house for women vets)

360 W. Housatonic St.

Pittsfield, MA 01201

Northampton VA Medical Center

421 N. Main St., Building 6

Leeds, MA 01053

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

Soldier On in Pittsfield provides veterans with emergency and transitional housing as well as support services. These services include case management, mental health counseling, substance abuse treatment, employment and educational assistance, and transportation to and from appointments. The Pittsfield facility also has permanent housing units with support services. Soldier On has a house on the Northampton VA Medical Center campus that is especially for women veterans (see phone # above). The program there provides resident women vets with medical services as well as treatment for recovery from drug and alcohol addictions.

**Springfield Vet Center**

(413) 737-5167

1985 Main St., Northgate Plaza

Springfield, MA 01103

(no website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

**Tapestry Health**

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

(413) 586-2016 (Office line for information)

296 Nonotuck St.

Florence, MA 01062

<http://www.tapestryhealth.org>

Tapestry Health provides services to recent immigrants, uninsured and under-insured persons, injection drug users, the homeless, and men and women with HIV/AIDS, regardless of their ability to pay. Tapestry Health has sites in Hampden, Hampshire, Franklin, and Berkshire Counties, and its professional team includes clinicians, counselors, case managers, outreach workers, community health educators, and nutritionists. Among the services that Tapestry offers are needle exchange programs, efforts to halt the spread of HIV and other sexually transmitted infection, and nutrition education.



**Turner House Living Center for Veterans, Inc.**

(413) 458-8234 (Office line for information)

825 Simonds Rod.

Williamstown, MA 01267

[www.learning-in-action.williams.edu/files/TurnerHouseInfo.pdf](http://www.learning-in-action.williams.edu/files/TurnerHouseInfo.pdf)

The Turner Housing Living Center For Veterans, Inc. provides transitional housing for homeless veterans who generally come from shelters, detoxification and rehabilitation centers, hospitals, and VA facilities. The program's purpose is to provide veterans with shelter, food, and other necessities and to assist them to work toward dealing with and overcoming the issues and problems that have caused their homelessness. Each resident is assigned a case manager who helps the veteran draw up a list of personal goals whose achievement will lead, eventually, to self-sufficiency. This case manager counsels, coaches, and makes contacts with outside agencies such as the VA, substance abuse and mental health agencies, doctors, training and employment services, and other social service organizations in the community that are needed to assist the veteran. In-house therapeutic recovery groups are held to help residents acquire new skills for living healthy sober lives. As a resident becomes ready for independent living, his or her case manager assists the resident in getting a housing subsidy and an appropriate apartment. The case manager also makes sure that the resident has the resources necessary to furnish the apartment and has a strong aftercare program in place, usually within the community. Residents also are encouraged to come back to the Turner Housing Living Center to visit and to attend special events.

**Western Massachusetts Sober Living Alliance, Inc.**

(413) 233-0247 (Office line)

53 Tilton St.

Springfield, MA 01109

[www.wmslai.blogspot.com](http://www.wmslai.blogspot.com)

The mission of the Western Massachusetts Sober Living Alliance is to provide a safe living environment for individuals who want to achieve and maintain an alcohol- and drug-free life. The Alliance aims to establish a group of sober houses and transitional living programs that will provide services for individuals who are suffering from addiction and/or co-occurring disorders and to assist them in transitioning to a positive, productive, and sustainable life style.

**WestMass Elder Care, Inc. (WMEC)**

1-800-462-2301 (Toll-free Hotline for answers to elders' questions)

(413) 538-9020 (Main line for information and referral)

4 Valley Hill Rd.

Holyoke, MA 01040

<http://www.wmelder-care.org>

WestMass Elder Care, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the communities of Belchertown, Chicopee, Granby, Holyoke, Ludlow, South Hadley, and Ware. WMEC strives to preserve the dignity, independence, and quality of life of people age 60 and older and disabled persons who want to remain within their own community. To meet these goals, WMEC offers services and resources that include, but are not limited to, the following: options counseling (free, short-term planning service), home care (services to allow frail elders to remain in their own homes), money management, and food and nutrition services with opportunities to socialize.

## **SOCIAL SERVICES: CENTRAL MASSACHUSETTS**

### **AIDS Project Worcester, Inc. (APW)**

(508) 755-3773 (Office line for information)

85 Green St.

Worcester, MA 01604

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

AIDS Project Worcester provides a range of services to support the medical care and other needs of persons living with HIV/AIDS and those at greatest risk for the disease throughout the Central MA region. Services are offered in English, Spanish, and ASL and are available in a person's home, in the hospital, in detox/substance abuse treatment programs, and in shelters. There are two integrated areas of service provision: Client Services and Prevention Services. Client Services include positive prevention services, case management, housing assistance, transportation, emergency assistance, nutritional services, legal assistance (civil), peer support services, mental health, and substance abuse counseling. Prevention Services include HIV counseling/testing, support groups, HIV and STI prevention information, medical adherence programs, outreach services, harm and risk reduction services, education, and emotional support services. The Women of Multiple Ethnicities Network (W.O.M.E.N.) Health Project provides the following services and supports: information about sexual violence and risk of HIV infection, encouragement to be tested for HIV, weekly support groups, individual screening, referrals, and prevention planning counseling.

### **BayPath Elder Services**

1-800-287-7284 (Toll-free line for information)

(508) 573-7200 (Office line for information)

33 Boston Post Road West

Marlborough, MA 01752

<http://www.baypath.org>

BayPath Elder Services is an Aging Services Access Point and an Area Agency on Aging. BayPath serves the areas of Ashland, Dover, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Natick, Northborough, Sherborn, Southborough, Sudbury, Wayland, and Westborough. BayPath offers a variety of services, including abuse and protection services, adult day health, adult foster care, behavioral health services, computer training, congregate meals, chronic disease self-management programs, grocery shopping and delivery, home delivered meals, health education, money management, nutrition counseling and nutritional assessment, fitness, home repair, recreation, referral for specialized housing, and transportation.

### **The Bridge House of New England Aftercare Ministries**

(508) 872-6194 (Main office line with extensions given for Admissions and for House Manager's office)

1-800-276-5578 (Toll-free line to New England Aftercare Ministries)

18-20 Summit St.

Framingham, MA -1702

[www.newenglandaftercareministries.wordpress.com](http://www.newenglandaftercareministries.wordpress.com)

The Bridge House of New England Aftercare Ministries is a faith-based recovery home for male criminal justice clients and men with substance abuse problems. The program at the Bridge House provides individual treatment planning, along with counseling, to support the spiritual, physical,

social, and intellectual health of each person in recovery. Participating in the new Treatment Model, the men in the Bridge House program come to feel that they have a stake in their own recovery.

**Central Massachusetts Agency on Aging, Inc.**

1-800-244-3032 (Toll-free V/TDD line for information)  
 (508) 852-5539 (V/TDD line or information and referral)  
 360 West Boylston St.  
 West Boylston, MA 01583

<http://SeniorConnection.org>

The Central Massachusetts Agency on Aging, Inc. is an Area Agency on Aging that provides service to the communities of Ashburnham, Ashby, Auburn, Ayer, Barre, Bellingham, Berlin, Blackstone, Bolton, Boylston, Brookfield, Charlton, Clinton, Douglas, Dudley, East Brookfield, Fitchburg, Franklin, Gardner, Grafton, Groton, Hardwick, Holden, Hopedale, Hubbardston, Lancaster, Leominster, Lunenburg, Medway, Mendon, Milford, Millbury, Millville, New Braintree, North Brookfield, Northbridge, Oakham, Oxford, Paxton, Pepperell, Princeton, Rutland, Shirley, Shrewsbury, Southbridge, Spencer, Sterling, Sturbridge, Sutton, Templeton, Townsend, Upton, Uxbridge, Warren, Webster, West Boylston, West Brookfield, Westborough, Westminster, Winchendon, and Worcester. The Agency on Aging strives to enhance the quality of life for people age 60 and older by providing resources, coordination of services, and advocacy. It offers its clients a lending library, options counseling, on-line articles of medical interest such as the use of exercise to manage stress and ways to manage the pain of a chronic disease, and the LGBT Elder Network, or WLEN in Worcester. The WLEN is a network of LGBT individuals and their friends and allies, as well as providers and administrators of aging services and long-term care professionals. Regular events include a monthly social for LGBT people age 50+ and the Rainbow Lunch Club for people age 60 and older.

**Community Healthlink, Inc. (CHL)**

(508) 860-1000 (Office line)  
 72 Jacques Ave. (Office)  
 162 Chanler St. (Homeless Outreach & Advocacy Program's primary care clinic)  
 Worcester, MA 01610

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

Community Healthlink strives to promote the physical and mental health of adults experiencing mental illness, addiction, or homelessness. The Homeless Outreach & Advocacy Project (HOAP) links the region's homeless to mental health screenings, counseling, and medicines. Case Management staff help clients enroll in health insurance programs, access health care and social security benefits, and resolve other benefits issues. HOAP also offers two transitional housing programs for chronically homeless adults: Safe Haven, where clients with dually diagnosed mental illness and substance abuse issues are assisted in obtaining medical, psychological, and financial stability, and Oasis House, which treats and houses clients with severe and persistent mental illness for up to two years. CHL's Geriatric Mental Health program offers the following benefits to elders: recognizing signs/symptoms of mental illness, accessing needed treatment, and providing mental health services for homebound elders.

**Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Central region of Massachusetts. Either of those listed can direct the user to other COAs in the region.

**Framingham Council on Aging**

(508) 532-5980 (Office line for information)  
535 Union Ave.  
Framingham, MA 01702

**Worcester HHS/Division of Elder Affairs**

(508) 799-1232 (Office line for information)  
128 Providence St.  
Worcester, MA 01604

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

**Dismas House**

(508) 799-9389 (Office line)  
(508) 882-0000 (Dismas Family Farm line)  
P.O. Box 30125 (Mailing address)  
30 Richards St.  
Worcester, MA 01603

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

Dismas House provides transitional housing and services to former prisoners who live and work as a family, helping each other make progress towards the goal of reintegration into society. The following rules help to make reconciliation a reality at Dismas: no violence, drugs, or alcohol; attendance at dinners; and participation in chores, house meetings, and other Dismas-related activities. The Dismas Family Farm is a rehabilitative and vocational reentry model on a working farm in Oakham, MA. This farm is self-supporting and produces crops, animals, and finished wood products. The Farm's residents are former prisoners who maintain the farmhouse and receive training in crop production, animal husbandry, production of finished farm goods, and marketing strategies. In return, residents are expected to work for the farm or to be employed full-time. For graduates of Dismas House, a permanent housing program offers affordable apartments at the Father Brooks House.

**Elder Services of Worcester Area, Inc. (ESWA)**

1-800-243-5111 (Toll-free line for information)  
(508) 756-1545 (Main line for information and referrals)  
(508) 852-3205 (Line for information Protective Services and Nutrition Program)  
(774) 312-7291 (TTY line)  
67 Millbrook St., Suite 100

Worcester, MA 01606

<http://www.eswa.org>

Elder Services of Worcester Area, Inc. is an Aging Services Access Point for elders over age 60 and younger disabled individuals who are frail. ESWA serves the following areas: Auburn, Barre, Boylston, Grafton, Hardwick, Holden, Leicester, Millbury, New Braintree, Oakham, Paxton, Rutland, Shrewsbury, West Boylston, and Worcester. ESWA strives to provide frail elders with services in the home that will enable them to live independently, thereby preventing the need for institutional care. ESWA services include, but are not limited to, home-delivered meals, senior companions, financial services, social day care, home health, adaptive housing, group adult foster care, chronic disease self-management, emergency assistance, educational programs, email contact, and homemaker services.

### **Jeremiah's Inn**

(508) 755-6403

1059 Main St.

Worcester, MA 01603

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

Jeremiah's Inn is a social model recovery program for men. It is a program of experiential learning that is peer oriented. Residents work with case managers to develop individual service plans. They share rooms, receive meals, have access to clothing, and participate in programs and services. Residents must pay a small daily fee to help offset the cost of the program. This fee can come from food stamps or participation in the Resident Work Program. The eligibility criteria for entry to the program include being clean and sober for at least 30 days before admission, having a stable medical/ mental health status, having received a substance abuse/misuse diagnosis, being a resident of MA, and having a desire to stay clean. Priority is given to homeless men and to those with criminal justice referrals.

### **MetroWest Legal Services**

1-800-696-1501 (Toll-free TTY/TDD line)

(508) 620-1830 (TTY/TDD office line)

63 Fountain St., Suite 304

Framingham, MA 01702

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

MetroWest Legal Services provides legal advocacy to protect and advance the rights of the poor, elderly, and disabled in the MetroWest area. Its priority cases include housing, homelessness, unemployment, education, elder law, health care access, domestic violence, and immigration assistance for victims of abuse.

### **Montachusett Opportunity Council, Inc. (MOC)**

(978) 345-7040 (Main office line for information)

(978) 342-6259 (Nutrition line)

(978) 343-5706 (Line for information about housing and eligibility requirements)

133 Prichard St.

Fitchburg, MA 01420

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

The Montachusett Opportunity Council is the designated community action agency for 30 communities in the North Central region of MA. MOC's mission is to alleviate poverty and create

healthy communities by providing services, coordinating community resources that promote self-sufficiency, and advocating for social change. Services include education, workforce development, nutrition, health, community services, and housing and homelessness services. MOC's Elder Nutrition program provides a variety of meals programs to individuals age 60 years and older. The program enables them to live on their own instead of in a nursing facility. In addition, it promotes better health, reduces isolation, and offers elders the opportunity to live in dignity. Programs include community dining and home-delivered meals, other food assistance such as Brown Bag Meals, farmers market coupons, and SNAP (formerly known as Food Stamps). MOC's Housing and Emergency Services provides intake, assessment, referral, and case management to help low-income clients connect with a broad range of programs and resources, and find and maintain housing.

### **Our Father's House**

(978) 345-2256 (Main office line)

(978) 345-3050 (Line for shelter; call after 3 p.m.)

(978) 855-5184 (Line for Director of Homeless Services; line for mobile outreach unit)

199 Summer St. (Administrative office)

P.O. Box 7251 (Mailing address)

Fitchburg, MA 01420

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

Our Father's House consists of several programs and buildings. The Emergency Shelter is a dry shelter that provides meals, housing search, and advocacy services to homeless men and women. Each guest meets with a case manager on a weekly basis and is expected to participate in his/her service plan. Length of stay is determined on an individual basis. The Lunenburg Street Transitional Shelter Program for Women offers homeless women the opportunity to participate in a program for up to six months. By involving the women in the operation of the program—food shopping, cooking, cleaning, and addressing underlying problems that contribute to their homelessness—Our Father's House is able to reduce the rate of return to shelter. A permanent Housing Program for Homeless Men in Recovery provides case management and is located on Leighton Street. Modeled on the Leighton Street plan, Elizabeth House on Mechanic Street provides transitional housing to homeless women in recovery.

### **South Middlesex Opportunity Council (SMOC)**

(508) 620-2300 (SMOC administrative office line)

(508) 872-4853 (SMOC TTY line)

(508) 460-9699 (Line for Marlborough Resource Center)

(508) 757-8331 (Line for Greater Worcester Housing Connection)

(508) 788-3663 (Line for MetroWest Harvest for donated and prepared food)

(508) 620-1230 (Energy and Financial Assistance line; toll-free # 1-800-286-6776)

(508) 626-8686 (Emergency Hotline in case of domestic or sexual violence)

1-800-593-1125 (Toll-free emergency Hotline in case of domestic or sexual violence)

7 Bishop St., 2<sup>nd</sup> Floor

Framingham, MA 01702

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

The South Middlesex Opportunity Council is an umbrella organization that strives to improve the quality of life of low-income and disadvantaged individuals by advocating for their needs and rights, providing services, and building a community of support. As a multi-service agency, SMOC offers four



main areas of programming: nutrition, employment and education, behavioral health services, and comprehensive housing services that include meeting the housing needs of homeless and formerly homeless individuals in the greater Worcester region.

**Tri-Valley, Inc.**

1-800-286-6640 (Toll-free line for information)  
 (508) 949-6640 (Main line for information and referral)  
 10 Mill St.  
 Dudley, MA 01571

<http://www.trivalleyinc.org>

The mission of Tri-Valley, Inc. is to help seniors age 60 and older and people with disabilities to live independently with dignity in their own homes or in a setting of their choice in the following communities: Bellingham, Blackstone, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Hopedale, Medway, Mendon, Milford, Millville, North Brookfield, Northbridge, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Upton, Uxbridge, Warren, Webster, and West Brookfield. In order to promote an optimal level of independence, dignity, and well-being, Tri-Valley provides information, advocacy, and access to services and resources as well as caregiver support. Services include, but are not limited to, help in balancing a checkbook and setting up a budget, crisis intervention, protective services, home care, emergency food assistance, home-delivered meals, adult day care, volunteering opportunities, and programs for healthy aging such as 'A Matter of Balance', 'Healthy Eating for Successful Living in Older Adults', and chronic disease self-management.

**Veterans Inc.**

1-800-482-2565 (Toll-free line for any veteran in need)  
 69 Grove St.  
 Worcester, MA 01605  
[www.veteransinc.org](http://www.veteransinc.org)

Veterans, Inc. strives to provide for the needs of all veterans, regardless of gender, the time during which the veteran served, physical or mental disability, or addiction to substances. Veterans, Inc. provides for a veteran's needs within a culture that affirms the individual's dignity and promotes self-determination and independence. A veteran may apply for services by going to the Veterans Inc. website and clicking on the words "Apply for Services" on the home page. This will take him or her to a two-page application form that may be faxed to the Grove Street office.

**Veterans Inc. Housing and Outreach Center**

(508) 791-3286 (Main line for information)  
 6 Sheridan St.  
 Worcester, MA 01610  
[www.veteransinc.org](http://www.veteransinc.org)

The goal of Veterans Inc. Housing and Outreach Center is to end chronic homelessness among veterans of all wars. Reaching this goal requires a holistic approach that addresses the 'total victim' and his or her needs. For this reason, housing must come with a full range of support services, including meals, an employment and training program, legal and medical advice, and special services related to PTSD, substance abuse, or other challenges faced by veterans. Intensive case management and counseling are provided to help veterans re-gain control of their lives.



**Veterans Outreach Center – Metrowest**

(508) 460-9993 (Office line for information)

255 Main St., Suite 213

Marlborough, MA 01752

(no website)

The Veterans Outreach Center is a drop-in center that offers the following services to veterans of all eras: bus or train passes, a group for disabled veterans led by a psychiatrist, a food pantry, a clothing closet, and group meetings for all veterans. There is also someone on hand to assist veterans in filing for their federal and state veterans benefits.

**Worcester Homeless Action Committee (WHAC)**

(508) 736-4911 (Office line for information)

P.O. Box 30125 (Mailing address)

Worcester, MA 01609

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

The Worcester Homeless Action Committee is a policy and advocacy organization that endorses sensible solutions to homelessness in the community. These solutions include supporting the creation of better housing opportunities for homeless people as well as working to build new structures of restorative justice in the criminal justice system and maximizing energy efficiency measures in shelter and housing to ensure funds can be utilized for programs for the homeless. WHAC also supports the establishment of drug courts as an alternative sentencing structure, whereby drug offenders receive treatment rather than a jail sentence and, when released from treatment, are less likely to become homeless than when encountering the stigma of release from jail. The *WHAC Discharge Planning Guide* is a compilation of housing programs and resources available throughout Massachusetts for people exiting institutions such as jails, prisons, or hospitals. In addition to being an advocacy organization, WHAC runs drives to provide food and winter coats to homeless individuals.

**Worcester LGBT Elder Network (WLEN)**

(508) 756-1545 (Main line for Elder Services; ask for extension 339)

1-800-243-5111 (Toll-free line)

Elder Services of Worcester Area (ESWA)

67 Millbrook St., Suite 100

Worcester, MA 01606

<http://www.seniorconnection.org/wlen.htm>

The Worcester LGBT Elder Network is a community of LGBT individuals and their friends and allies as well as providers and administrators of aging services and long-term care professionals. WLEN works collaboratively to promote access to education, support, resources, and social opportunities for LGBT individuals. WLEN sponsors regular programs to inform elders and their caregivers about new developments in the field of aging as well as provide connections to services that can help individuals regain or maintain their independence. Periodically, WLEN sponsors social events for LGBT people over age 50. Twice a month the Rainbow Lunch Club offers LGBT seniors over age 60 a nutritious meal and an opportunity to socialize with friends and take part in various activities. The cost is \$2.50 and the meeting place is the Unitarian Universalist Church at 90 Holden Street in Worcester.

**Worcester Vet Center**

(508) 753-7902 (Main line for information)

691 Grafton St.

Worcester, MA 01604

(no website)

The Worcester Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

## **SOCIAL SERVICES: GREATER BOSTON**

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

(617) 348-6000 (Line for general inquiries)

(617) 423-9215 (TTY line)

(617) 348-6340 (Line for Director of Elder Services)

1-800-243-4636 (Toll-free line to schedule an appointment with a SHINE Counselor; press #3)

ABCD Central Office

178 Tremont St. (Across from Boston Common)

Boston, MA 02111

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

Action for Boston Community Development provides basic services and programs that help empower individuals in Boston to overcome poverty. To that end ABCD's Elder Service Department offers programs designed to help citizens who are 55 and older maintain healthy, financially secure, and independent lifestyles. ABCD partners with the Massachusetts Executive Office of Elder Affairs to offer the SHINE (Serving the Health Information Needs of Elders) Program, a state health insurance assistance program whose counselors provide free health insurance information, counseling, and assistance to Massachusetts residents with Medicare.

### **Adbar Ethiopian Women's Alliance**

(617) 234-8981 (Office line for information)

1151 Massachusetts Ave.

Cambridge, MA 02138

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

The Adbar Ethiopian Women's Alliance is a grassroots organization that assists and empowers immigrant and non-immigrant low-income women by offering the following services: literacy as a tool for personal growth and social change; leadership development; a women's monthly support forum over dinner and coffee; advocacy on issues such as domestic violence, human trafficking, housing, family unification, immigration, and mental illness; and cross-cultural networking to help women break the barriers of race, religion, sexual orientation, and social and economic background. Adbar publishes the quarterly magazine *Mela*, which serves as an advocacy tool for immigrant and other marginalized women, writers, and poets. *Mela* is also an on-line publication.

### **Back on My Feet Boston**

(215) 350-4108 (Office line)

The Comcast Building

426 East 1<sup>st</sup> St.

Boston, MA 02127

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

Back on My Feet Boston uses the discipline of running to help those experiencing homelessness to change the way they see themselves. Through this change in self-image, individuals experiencing homelessness can make the kind of change in their lives that results in employment and independent living. Running creates self-sufficiency and leads to personal transformation. Dedication to the Back on My Feet program leads to access to training, employment, and housing resources.

**Betty's Place Transitional Housing**

(617) 482-1126 (Office line for information)

40 Berkeley St. (YWCA, South End)

Boston, MA 02116

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

Betty's Place is a housing program of Project Place, a supportive community that promotes hope and opportunity for homeless and low-income individuals. Betty's Place is intended for homeless women who are often leaving behind a life of abuse and addiction. While making the transition from emergency shelter to independent living, each of Betty's Place residents is given a room in a safe, clean environment; two meals a day; and access to all Project Place programming. In order to qualify for Betty's Place, applicants must be homeless and have six months of sobriety. They also must be able to provide verification of current homelessness as well as verification of income, primarily from employment, and a psycho/social evaluation from their referring agency. While at Betty's, residents are expected to work or volunteer as well as attend weekly program and case management meetings.

**Boston Alcohol and Substance Abuse Programs, Inc. (Boston ASAP)**

(617) 482-5292 (Line for scheduling an intake with a clinician)

29 Winter St.

Boston, MA 02108

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

Boston Alcohol and Substance Abuse Programs, Inc. is an outpatient alcohol and drug treatment clinic. Licensed by the Massachusetts DPH, Boston ASAP also offers substance abuse and gambling addiction classes and counseling. A multidisciplinary treatment team delivers services in English, Spanish, and Vietnamese as well as interpretive services for most other languages, including sign language. Licensed therapists in the new Mental Health Clinic use both traditional and creative therapeutic techniques to bring about desired behavioral change. Therapists also help clients develop practical tools for maintaining resiliency and improving coping skills. While there are fees for services, Boston ASAP accepts the following insurances: MassHealth, Tufts Health Plan, and Neighborhood Health Plan.

**Boston Public Health Commission (BPHC)**

(617) 534-5395 (Line for Boston Public Health Commission)

(617) 534-9799 (TTY line for Boston Public Health Commission)

(617) 534-2526 (Homeless Services line)

(617) 534-2710 (Line for Emergency Shelter Department)

(617) 534-7100 (Woods-Mullen Shelter line)

(617) 534-6100 (Long Island Shelter line)

(617) 534-6187 (Line for information about Wyman Community Re-entry Program)

(617) 524-5967 (Line for information about and application for the Community Housing Programs)

1-800-847-0710 (Toll-free Mayor's Health Line)

(617) 534-5050 (Mayor's Health Line)

1010 Massachusetts Ave., 6<sup>th</sup> Floor

Boston, MA 02118

[www.bphc.org/whatwedo/homelessness/Pages/Homelessness.aspx](http://www.bphc.org/whatwedo/homelessness/Pages/Homelessness.aspx)

The Boston Public Health Commission maintains two large shelters—Woods-Mullen in the South End and the Long Island Shelter on Long Island in the Boston Harbor. The organic farm at the Long Island

Shelter produces fresh produce, which helps provide daily meals to the homeless while offering employment training to the clients that help operate it. BPHC's Wyman Community Re-entry Program offers a safe environment with case management, substance abuse counseling, job training, and criminal/legal advocacy for homeless men upon their release from court or prison. Each of the transitional programs on the Long Island campus strives to provide clients with a safe, comfortable, supportive, and substance-free environment. Permanent housing of the Community Housing Programs includes the Wise Street Men's Recovery Home and the Valentine Street Housing Program for Women, both recovery-oriented communities, and Porter Apartments for clean and sober adults.

### **Boston Reentry Initiative (BRI)**

(617) 704-6502 (Office line for BRI)

House of Correction

20 Bradston St.

Boston, MA 02118

<http://www.scsdma.org/programs/reentry/BRI.shtml>

The Boston Reentry Initiative is a partnership among the Suffolk County Sheriff's Department, the Boston Police Department, the U.S. Attorney's office, and the District Attorney's Office. During the first few months of incarceration, a panel representing the U.S. Attorney's Office, the DA's office, parole, probation, community agencies, and faith-based organizations meets with offenders and discusses issues that can determine whether an inmate can transition successfully back into the community. Before release, the BRI creates a formal inter-agency support system for inmates that emphasizes mentoring, treating addiction, information sharing, and employment opportunities.

### **Boston Rescue Mission**

(617) 338-9000 (Main phone line)

39 Kingston St.

Boston, MA 02111

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

The Boston Rescue Mission offers overnight shelter as well as residential recovery programs. The Mission aims to prevent homelessness through its meal programs, outpatient counseling, and day treatment programming. The Mission's Rebuilding Homes program helps to rebuild and repair houses and single units for low income, elderly, and disabled people. The Safe Haven program targets chronically homeless veterans who have had difficulty with traditional housing programs. Safe Haven is a 10-bed short-term transitional housing program for vets with current substance abuse and mental health issues. The Women's Parole Re-Entry Program is a transitional residential program initiated by the Mission in response to the lack of prison re-entry services for women. This highly structured program offers intensive case management and a continuum of care approach for women who have recently left the prison system and are at high risk for homelessness.

### **Boston Senior Home Care**

(617) 451-6400 (Office line for information)

(617) 451-6404 (TDD line for information)

(617) 292-6211 (Boston ElderINFO line to start intake procedure for services)

(617) 695-0437 (TTY Boston ElderINFO line to start intake procedure for services)

89 South St.

Boston, MA 02111

<http://www.bshcinfo.org>

Boston Senior Home Care is an Aging Services Access Point that serves people who are age 60 and older and people who have a disability. The agency serves the following areas: Beacon Hill, Boston, Charlestown, Dorchester, East Boston, the North End, South Boston, South Cove, and the West End. The services offered by Boston Senior Home Care include case management, protective services around elder abuse, money management, medical screenings for MassHealth, referral, adaptive equipment, adult day health, adult foster care, Alzheimer's/dementia coaching, behavioral health services, food/nutrition services, outreach, transportation, care coordination and caregiver services, meals, and transportation.

### **Boston Vet Center**

(617) 424-0665 (Main line for information)

665 Beacon St., Suite 100

Boston, MA 02215

(no website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

### **Bridgewell**

(781) 593-1088 (Information line in Lynnfield office)

(339) 883-1700 (Line for Employment Support program at Boston Street Center)

(978) 459-0389 (Line for Lowell Adult Day Treatment and Bridgewell Counseling Services)

(978) 750-6828 (Line for START Clinical Support Services and the Sovner Center in Danvers)

471 Broadway

Lynnfield, MA 01940

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

Bridgewell is a community-based agency that provides residential and clinical support services for individuals with disabilities. Bridgewell staff strive to integrate residents into the community by helping them find work and involving them in local recreational activities. Bridgewell's Employment Support program at the Boston Street Center (BSC) provides job development, placement, and job coaching services to adults with developmental disabilities. Participants at the BSC may have other disabilities such as visual and/or hearing impairments, physical limitations, and medical or behavioral challenges. Bridgewell provides case management and housing for chronically homeless individuals with a mental illness. Bridgewell's representative payee services help transition the homeless to permanent housing and teach money management skills needed to maintain their housing. Partnering with local farms, Bridgewell provides nutritious meals to its residents and to homeless individuals. In addition, Bridgewell administers housing vouchers for very low income individuals with a disability and offers day habilitation services to adults with mild to severe physical and developmental disabilities, including memory impairment, psychiatric disorders that have not responded to other treatment, and

Alzheimer's disease. The Lowell Adult Day Treatment (LADT) provides five-day/week intensive treatment for adults with persistent mental illness, and the Bridgewell Counseling Services (BCS) provides behavioral health treatment and continuity of care to individuals with psychiatric and developmental disabilities. The Sovner Center is an outpatient mental health clinic that provides psychiatric assessment, medication management, and psychotherapy to adults with a dual diagnosis.

### **Bristol Lodge Men's Shelter**

(781) 893-0108 (Main line for information)

27 Lexington St.

P.O. Box 54-1095

Waltham, MA 02452

(no website)

The mission of Bristol Lodge Men's Shelter is to improve the quality of life of those who seek shelter and other services and to facilitate their independent functioning. To this end, Bristol Lodge provides shelter for 45 homeless men each night. Guests may self-refer or have a referral from a social services agency. They must check in at 9 a.m. for bed availability, arrive by the 7 p.m. curfew, and be sober and out of the shelter between the hours of 7:45 a.m. and 6 p.m. Guests are offered the following social service programs: in-house AA meetings, substance abuse counseling, employment counseling, and assistance in filing for entitlement benefits. There is also a soup kitchen where a snack and coffee are served each afternoon and a nutritious, hot meal is served each evening throughout the year.

### **Bristol Lodge Women's Shelter**

(781) 894-1225

205 Bacon St. (between Farnsworth and Dale Streets)

P.O. Box 54-1095

Waltham, MA 02451

(no website)

Bristol Lodge Women's Shelter provides emergency shelter to a dozen homeless area women each night. The Women's Shelter, which is staffed only in the evenings, is trained to provide all guests with a safe and supportive environment. Case managers help guests locate permanent housing, provide supportive counseling, refer guests to other agencies as needed, organize in-house AA meetings, offer employment counseling groups, and assist guests with entitlement benefits such as SSI or SSDI. There is also a soup kitchen where a snack and coffee are served each afternoon and a nutritious hot meal is served every evening of the year.

### **Cafe Emmanuel**

(617) 477-6610 (Reservation line for weekly luncheon)

Emmanuel Church

15 Newbury St.

Boston, MA 02116

[www.lgbtagingproject.org/Cafe.html](http://www.lgbtagingproject.org/Cafe.html)

Cafe Emmanuel is a weekly luncheon for LGBT seniors and their friends from 11 a.m. to 1 p.m. The Cafe has an entertainment program that follows each weekly meal: recitals from the New England Conservatory and the Boston Conservatory as well as a wide variety of guest speakers.



**Cambridge Multi-Service Center (MSC)**

(617) 349-6340 (Office line for appointments and information)

(617) 349-6330 (TDD line)

362 Green St.

Cambridge, MA 02139

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

The Cambridge Multi-Service Center addresses the needs of homeless individuals and those at-risk of homelessness. To this end, MSC provides direct services, planning, and coordination of efforts for persons who are living on the street, in emergency shelters, or at risk of losing their housing. Staff at MSC work to prevent evictions and resolve landlord-tenant problems through case management, advocacy, and budget counseling. MSC offers a transitional living program for homeless men, and it assists clients in applying for public benefits and accessing legal services and mental health and substance abuse services. The Cambridge Haitian Services offers case management, information and referrals, Haitian Creole interpretation, and immigration and citizenship assistance to Haitian clients.

**Cardinal Medeiros Center for Change**

(617) 619-6960 (Main line for information)

25 Isabella St.

Boston, MA 02116

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

The Cardinal Medeiros Center for Change houses the Kit Clark Senior Services, a day shelter for homeless men and women over the age of 45. The Center works with Our Lady of Victories Catholic Church and the Marist Fathers and Brothers, located next door, to serve two hot meals a day. The shelter also offers housing referrals, substance abuse counseling, connections to other social service agencies, and other assistance to help people get back on their feet. Sobriety is highly enforced.

**CASPAR, Inc.**

(617) 623-5277 (Main office line and Men's Residence on Highland Ave., Somerville)

(617) 666-9947 (Drop-In Center line)

(617) 661-6020 (Womansplace line)

(617) 776-6036 (Men's Residence on Summit Ave., Somerville)

(617) 592-6895 or (617) 592-6896 (Contact lines for FirstStep team member)

16 Highland Ave.

Somerville, MA 02143

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

CASPAR offers community-based services for individuals with substance abuse disorders. Services include residential recovery programs and the Emergency Services Center and Shelter (ESC), which provides emergency shelter, medical treatment, nutritious meals, and counseling to people who are actively using drugs and alcohol. Womansplace, a CASPAR residential recovery program, helps women maintain sobriety while developing interpersonal skills and job interview strategies. Men's Residences, a six-month program for newly sober men, provides counseling, education, and tools for achieving long-term sobriety and preventing relapses. FirstStep is CASPAR's frontline program for unsheltered adults who are affected by substance abuse, mental illness, and medical complications associated with life on the streets. In order to connect people with the services they need, FirstStep staff engage homeless people where they are and build trusting relationships as a first step toward recovery. Once

they enter the ESC, these individuals can receive CASPAR's continuum of substance abuse services.

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

(617) 667-8141 (CVPR office line)

(617) 754-2400 (Line for Emergency Dept.)

1-800-667-5356 (Toll-free line to find a doctor)

1-800-439-0183 (Toll-free TDD line)

Beth Israel Deaconess Medical Center

330 Brookline Ave.

Boston, MA 02215

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

The Center for Violence Prevention and Recovery provides trauma-informed services in an atmosphere that is respectful of survivors' need for safety, acceptance, and respect. Trauma-informed services strive to maximize the survivor's choices and control over his/her recovery. CVPR offers several direct service programs, including Safe Transitions: Domestic Violence Intervention Program, the Rape Crisis Intervention Program, the Community Violence Intervention Program, and the Homicide Support Services Project. Safe Transitions supports persons experiencing threatening, coercive, and abusive relationships. The Rape Crisis Intervention Program offers services for survivors of sexual assault. The Community Violence Intervention Program offers counseling and advocacy services. The Homicide Support Services Project provides support services to friends and community members who have lost a loved one to homicide.

**Central Boston Elder Services, Inc.**

(617) 292-6211 (Office line for information)

(617) 695-0437 (TTY line for information)

2315 Washington St.

Boston, MA 02119

<http://www.centralboston.org>

Central Boston Elder Services is an Aging Services Access Point that provides direct services to people who are age 60 and older and people who have a disability in Allston, Brighton, Dorchester, Jamaica Plain, Kenmore, and Roxbury. Services include case management, referral, protective services, money management, medical screenings for MassHealth, options counseling, home-delivered and congregate meals, transportation, homemaking/chore services, advocacy, adult day care, and adult foster care.

**Chelsea-Revere-Winthrop Home Care Center, Inc.**

(617) 884-2500 (Main line for information)

100 Everett Ave., Unit #10

P.O. Box 362

Chelsea, MA 02150

<http://www.crwelderservices.org>

Chelsea-Revere-Winthrop Home Care Center, Inc. is an Aging Service Access Point and an Area Agency on Aging for people who are age 60 and older and people who have a disability. The Home Care Center provides direct services that include case management, protective services after elder abuse, home-delivered meals, medical screenings for Mass-health, money management, homemaking/chore services, adult day health, social day care, personal care, transportation, and congregate meals and

the Healthy Eating education program, outreach, counseling, group adult foster care, support groups, behavioral health care, and nursing home ombudsman.

**Chelsea Soldiers' Home**

(617) 884-5660 (Main line; dial first) x336-9550 (Adult VA Day Care)

91 Crest Ave.

Chelsea, MA 02150

<http://www.mass.gov/eohhs/gov/departments/che/residential-care.html>

The Chelsea Soldiers' Home provides residential care for veterans able to live in an independent setting and who require minimal assistance with the activities of daily living. The Home offers a variety of social programs designed to promote a sense of well-being. One such program is Compensated Work Therapy, or CWT. The Chelsea Soldiers' Home also has a private and secure dormitory wing specifically for female veterans.

**City of Boston, Commission On Affairs of the Elderly**

(617) 635-4366 (Main line for information and referral)

(617) 635-4399 (TDD line for information and referral)

One City Hall Plaza, Room 271

Boston, MA 02201

<http://www.cityofboston.gov/elderly/>

The Commission On Affairs of the Elderly strives to enhance the quality of life for Boston's senior citizens, age 60 and older, through planning, coordinating, and monitoring the delivery of services. As an Area Agency on Aging and Council on Aging, the Commission promotes the active involvement of seniors in the life and health of their neighborhoods. The Commission is also a partner agency in the Suffolk County Aging and Disability Resource Consortium (ADRC). The goal of the ADRC is to enhance collaborations between elder and disability service organizations, ensuring there is always a way for seniors and people with disabilities to obtain the services and assistance they need. The Commission offers seniors several on-going activities and resources in and around Boston. For example, the Mayor of Boston sponsors the Health and Fitness Walk as well as the Alzheimer's Initiative, which connects people with resources and information about the disease. The Boston Seniority Magazine is a free publication that covers news topics, events, feature stories, volunteer and work opportunities, and other issues of interest to older Bostonians.

**Commonwealth Land Trust (CLT)**

(617) 445-4075 (Office line)

1059 Tremont St.

Roxbury Crossing, MA 02120

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

Commonwealth Land Trust offers supportive housing units, many reserved for formerly homeless and disabled individuals. On-site case managers support residents in maintaining their health and achieving greater independence. CLT also provides housing and supportive services to homeless veterans and individuals living with HIV/AIDS.

**Community Day Center of Waltham (CDC)**

(781) 893-4666 (Office line for information)

34 Alder St.

Waltham, MA 02453

<http://www.communitydaycenter.org>

The Community Day Center of Waltham is open to homeless and low-income members of the Waltham community and everyone in need in the Massachusetts Metro-West area. The CDC provides a welcoming shelter during the weekday afternoon hours throughout the year and early morning hours during the winter. The CDC offers the use of computers, telephones, and fax machines. Volunteers are available to help guests with health issues, housing searches, and legal issues.

**Community Resources for Justice (CRJ)**

(617) 482-2520 (Office line)

355 Boylston St. (Office building)

Boston, MA 02116

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

Community Resources for Justice supports individuals transitioning out of the justice system back to their communities and people with developmental disabilities who require intensive support to be part of the community. CRJ supports these citizens through two programs: Social Justice Services and Community Strategies. Social Justice Services provides case management and pre-release and re-entry housing for individuals involved with the various criminal justice systems. Community Strategies offers developmentally and intellectually disabled people a residence in small group home settings. The programs designed for this population include individual and group therapy that is geared to fostering independence and improving living skills and pro-social behavior. These clinical supports are augmented with job development, on-the-job coaching, and educational opportunities.

**Councils on Aging (COAs)**<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Greater Boston area. Either of those listed can direct the user to other COAs in the region.

**Boston Commission on Affairs of the Elderly**

(617) 635-4375 (Office line)

City Hall, room 271

Boston, MA 02201

**Cambridge Council on Aging**

(617) 349-6216 (Office line)

806 Massachusetts Ave.

Cambridge, MA 02139

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness,

volunteer opportunities, or just a reason to get out of the house.

**Cpl. Zayas Bilingual Veterans Outreach Center**

(617) 778-1310 (Office line for information)

719 Tremont St.

Boston, MA 02118

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

The Cpl. Zayas Bilingual Veterans Outreach Center is committed to serving the basic needs of veterans. The Outreach Center can provide assistance in applying for veterans benefits. The Center also can provide clothing; make referrals for housing, employment, and MassHealth; provide legal assistance; and obtain counseling services for veterans and their families, including drug and alcohol counseling.

**Elders Living At Home Program (ELAHP)**

(617) 414-1642 (Contact and referral line)

Boston Medical Center (BMC)

Elders Living at Home Program

Yawkey Ambulatory Care Center, 4<sup>th</sup> Floor, Room 4S-18

850 Harrison Ave.

Boston, MA 02118

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

The Elders Living At Home Program supports elders who are at least age 62 and homeless or in shelter. The ELAHP provides supportive services that build on the individual abilities of the elders and help them overcome the barriers to permanent housing. ELAHP reaches out to elders most in need, including those who are frail, those who do not speak English, and other marginalized individuals. In addition, ELAHP strives to be a model for advocacy, research, and education on the causes of and solutions to elder homelessness.

**Elizabeth Stone House**

(617) 427-9801 (Office line)

P.O. Box 300039

8 Notre Dame St.

Jamaica Plain 02130

(website currently being reconstructed)

The Elizabeth Stone House strives to serve women in a goal-oriented, outcome-driven environment by resolving the issues that caused their homelessness—domestic violence, substance abuse, and mental illness. The goal is for these individuals to attain and maintain permanent housing, personal safety, and economic stability.

**Ethos**

(617) 292-6211 (Main line for information/intake/referral)

(617) 695-0437 (TTY line for information)

555 Amory St.

Jamaica Plain, MA 02130

<http://www.ethocare.org>

Ethos is an Aging Service Access Points serving Boston, which includes Hyde Park, Jamaica Plain,

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

Mattapan, Roslindale, and West Roxbury. Ethos provides the following direct services: case management, information and referral, nutrition services, money management, and protective services in the case of elder abuse. Other services include, but are not limited to, adult foster care, health screening, home-delivered meals, congregate meals, translation/interpreting, chronic disease self-management, transportation, educational programs (Healthy Eating, Tai Chi, Healthy Ideas, depression management with PEARLS program), grocery shopping/delivery, and home repair.

### **Greater Lynn Senior Services, Inc. (GLSS)**

1-800-594-5164 (Toll-free line for assistance and information)

(781) 599-0110 (Main line for information)

(781) 477-9632 (TDD line)

8 Silsbee St.

Lynn, MA 01901

<http://www.glss.net>

Greater Lynn Senior Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves people who are age 60 and older and adults with a disability in Lynn, Lynnfield, Nahant, Saugus, and Swampscott. GLSS provides a wide range of services, including information, transportation, meals, advocacy, home care, and housing. These services help people live fuller, more independent lives in safety and dignity. Home care includes the following services: homemaking, personal care, heavy chores, grocery shopping, and adult day health programs. Downloadable program brochures in English, Spanish, Russian, and Khmer provide an awareness of what is available through GLSS and offer a way to sign up for various workshops at Senior Centers in the area.

### **Habitat P.L.U.S., Inc. (HP)**

(781) 599-8578 (Main line for information)

516 and 520 Essex St. (Group home, Cooperative apartment)

Lynn, MA 01902

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

Habitat P.L.U.S., Inc. is a non-profit organization that serves psychiatrically disabled veterans. To this end, HP provides interim and transitional supportive sober housing to the veterans, who would otherwise be homeless. HP also offers program participants the information and advocacy they need to access existing service programs. HP's program consists of two buildings—a group home that has live-in staff to provide support, and a cooperative apartment for veterans who have stabilized in the group home and wish to live in a more independent environment, where they can prepare their own meals and maintain their space with limited staff supervision. For three decades the goal of HP has been to provide veterans with the basic dignity they have earned through service to their country.

### **Harbor Health Elder Service Plan**

(617) 533—2400 (Main line for information)

1135 Morton St. *Health:*

Mattapan, MA 02126

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

Harbor Health Elder Service Plan is based on the PACE (**P**rogram **A**ll-inclusive **C**are for the **E**lderly) model of elder care, which provides comprehensive medical and social services to elders age 55 and older, so that they can live in their homes and communities instead of in nursing homes. At

Harbor Health, a service package customized for individual needs is coordinated by an interdisciplinary team of geriatric professionals, which includes medical specialists such as cardiologists, neurologists, and oncologists; case managers; and ancillary care providers such as dentists, podiatrists, and optometrists. In addition, Harbor Health manages elders' rehabilitation and medications and provides transportation, social services, and, when needed, nursing home care.

### **Harvard Square Homeless Shelter**

1-888-285-4038 (Toll-free bed lottery line; call between 7:30 a.m. and 8:00 a.m. to enter lottery)

(617) 547-2841 (Shelter line)

66 Winthrop St.

Cambridge, MA 02138

[www.hcs.harvard.edu/hshs](http://www.hcs.harvard.edu/hshs)

The Harvard Square Homeless Shelter accepts calls for beds between 1 November and 15 April. The following process is used for obtaining shelter: Individuals call the Shelter's lottery line between 7:30 a.m. and 8 a.m. to put their name in a lottery for 14-night beds. When they make this call, they receive a lottery number. The lottery is then run between 8 a.m. and 8:05 a.m. Those with a lottery number may call back between 8:05 a.m. and 8:30 a.m. or between 7 p.m. and 9 p.m. to find out if their number was selected. (Selected lottery numbers are also posted on the shelter door during the day.) Individuals whose lottery number was *not* drawn may call at 9:30 p.m. to find out whether there is a one-night bed left open by a guest with a two-week bed who is not able to make it to the shelter that evening. Student volunteers run the shelter, serve guests warm meals, and assist them with housing and food stamp applications. They also help them obtain ID cards, health care, and public benefits.

### **Hearth**

(617) 369-1550 (Office line for general inquiries)

(617) 369-1559 (Outreach Program line)

(617) 369- 1563 (Health Services line)

(617) 369- 1554 (Behavioral Health line)

1640 Washington St.

Boston, MA 02118

[www.hearth-home.org](http://www.hearth-home.org)

Hearth's mission is to eliminate homelessness among the elderly through housing, outreach, and advocacy. The Hearth Housing Model is the integration of housing, mental health care, health services, and social services at each of Hearth's residences. Staff made up of social workers, nurses, site directors, activities staff, resident assistants, and personal care homemakers work as a team to create an individualized care plan for each resident, based on the services he or she needs. This model allows even very frail elders to live with considerable independence in their own apartments. The Community Advisory Council, comprised of residents from each Hearth housing site, provides a forum for Hearth residents and clients to voice their opinions and shape Hearth's policies.

### **HESSCO Elder Services**

(781) 784-4944 (Information and assistance line for answering a caller's questions from 9-5 M-F)

1-800-462-5221 (Toll-free line for assistance)

1 Merchant St.

Sharon, MA 02067



<http://www.hessco.org>

HESSCO Elder Services strives to make it easier for people age 60 and older to take advantage of their later years and to access a comprehensive system of health and supportive services. HESSCO serves older individuals and people with disabilities in the following communities: Canton, Dedham, Foxborough, Medfield, Millis, Norfolk, Norwood, Plainville, Sharon, Walpole, Westwood, and Wrentham. When an individual calls HESSCO's main line with one or more aging-related questions, he or she is transferred to the Specialist in the Information and Referral Program, HESSCO's free, confidential elder support system. This Specialist actively listens to the caller's concerns and responds by tailoring the available resources to the elder's needs; alternatively, the Specialist may need to research the issue and respond to the caller at a later time. The Information and Referral Program Specialist also can provide a listing of assisted living communities and help the elder apply for fuel assistance, obtain medical equipment, and get information about medical specialists. Depending on the service (some services are free to everyone) and the income of the caller, fees may be voluntary co-payments, payments on a sliding-fee scale, or a percentage of a person's monthly income.

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

(617) 542-0338 (Central Office line)

(617) 234-5340 (Cambridge Office line)

105 Chauncey St. Suite 502

Boston, MA 02111

[www.homestart.org/about-us/](http://www.homestart.org/about-us/)

HomeStart helps homeless individuals locate affordable permanent housing. Advocates work one-on-one with clients to obtain private apartments and government-subsidized housing units. HomeStart also offers the following direct service programs: stabilization, in which advocates help participants reintegrate into the community; homelessness prevention, which uses mediation, legal advocacy, and flexible monetary funds to help at-risk individuals retain their housing; the Housing First Program, which helps disabled individuals move directly from the street into permanent housing; rental assistance, which uses HomeStart's rental fund to pay for move-in costs; and housing subsidies, which assist the homeless disabled. HomeStart helps veterans in the search for housing and pays the upfront financial costs when they move in. HomeStart also offers payee services in which Money Management Specialists pay a disabled client's monthly bills and help him/her maintain a budget and savings plan.

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

(617) 522-3003 (Main line for information)

(617) 522-3575 (TTY line)

(617) 390-2525 (Veteran's Legal Clinic line)

(617) 390-2524 (Disability Litigation & Benefits Advocacy Clinic line)

(617) 309-2572 (Line for Predatory Lending Protection Unit)

(617) 390-2586 (Line for Family Law and Domestic Violence Unit)

(617) 390-2592 (Mattapan Initiative line)

122 Boylston St.

Jamaica Plain, MA 02130

<http://www.legalservicescenter.org>

The Legal Services Center provides legal counsel to poor clients or to those who can make co-payments or pay on a lower-than-market basis for the services they receive. Services include low cost

or free legal assistance to injured and/or disabled clients, including veterans, seeking to prove eligibility for disability related benefits, chiefly Social Security Disability Insurance and Supplemental Security Income. The Legal Services Center also helps struggling homeowners understand their legal rights, which banks and lenders must respect before taking advantage of Massachusetts' foreclosure processes. These rights may empower homeowners to negotiate loan modifications and stay in their homes. The Mattapan Initiative provides free legal services to homeowners and tenants facing foreclosure or eviction by banks or other lenders. The project, funded through a grant from the MA Attorney General's Office, provides services to Boston residents who live, work, or send their children to school in Mattapan. The Veterans Law Unit provides free legal assistance to veterans and their families across a number of practice areas, including appeals regarding access to federal veterans' benefits and Massachusetts Veterans' Services Benefits. The Low-Income Taxpayer Project provides free legal representation to clients in tax controversies with the Internal Revenue Service.

### **Lynn Shelter Association (LSA)**

(781) 581-0739 (Main phone line)

360 Washington St.

Lynn, MA 01901

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

The Lynn Shelter Association provides shelter and support services to homeless individuals in the Greater Lynn area. After providing shelter, LSA works to foster self-sufficiency and a return to an independent life. LSA's Adult Emergency Shelter provides a place to sleep, a hot meal, support groups, case management, a transitions program, and on-site medical care for homeless individuals. The Transitions Program provides case-managed supportive housing for homeless individuals. Apartment dwelling in this program is used to build life skills, and guests receive job skills training, assistance with job and housing search, and mental health and substance use treatment. The Great Hills Residence houses the following LSA programs: Veterans Stabilization Program, Group Housing for Chronic Abusers Program, and scattered site Housing for People with AIDS (HOPWA) Program. On-site services include life skills, mental health counseling, substance abuse counseling, benefits maximization, and referrals for medical care. The Coming Together Program is a community day center that provides a clean and sober environment for individuals to access medical, financial, employment, legal, housing, and educational services through referrals and community resources. Coming Together offers daily support groups to address mental health and substance abuse issues, relapse prevention, and injury and disease prevention. Women's Transition Housing provides 14 housing units for women. and disease prevention. Women's Transition Housing provides 14 housing units for women.

### **The Men's Inn at Pine Street Inn**

(617) 892-9100 (Office line)

444 Harrison Ave.

Boston, MA 02118

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

The Men's Inn offers permanent supportive housing, job training and placement, emergency shelter, advocacy, and street outreach to homeless men. Pine Street's transitional programs include transitional housing for men employed either part- or full-time and saving some of their earnings to access permanent housing; a transition to permanent housing program for men who are currently sober and progressing in their recovery from addiction; and substance abuse treatment services for

men and women. Pine Street's 'Stabilization' is a 28-day post-detox residential program in which clients receive case management, education and counseling, on-site medical services, and after-care planning and placement. Pine Street's IMPACT Employment Services offers employment counseling to homeless people of all ages. Veterans Services at Pine Street connect homeless and low-income vets with housing opportunities, employment, and community services.

**Metropolitan Boston Housing Partnership (MBHP)**

(617) 859-0400 (Information and connections line)

(617) 425-6700 (Housing Consumer Education line)

125 Lincoln St.

Boston, MA 02111

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

Programs offered by the Metropolitan Boston Housing Partnership are designed to encourage housing stability and increase economic self-sufficiency. Members of MBHP's Specialized Intensive Programs and Services (SIPS) team offer individualized assistance to chronically homeless elders with complex housing barriers and service needs. This assistance includes intensive case management with supports ranging from help in gaining access to mental health, substance abuse, and medical resources to financial and legal advocacy and practical hands-on help with daily living skills. Housing First programs and Housing Search assistance alleviate barriers and identify opportunities for safe, permanent housing. The Hoarding and Sanitation Initiative addresses issues of health, sanitation, and threats to housing stability. Case managers work to bring apartments into health/safety compliance, teach skills to maintain compliance, and obtain mental health services for tenants who hoard.

**Middlesex Human Service Agency, Inc. (MHS)**

(781) 894-6110 (Main office line)

(617) 268-7124 (Line for Answer House)

(617) 524-4416 (Line for Sullivan House)

(978) 863-0048 (Line for Middlesex DUI Program)

(978) 863-9913 (TTY line for Middlesex DUI Program)

(781) 893-0108 (Line for Men's Shelter at Bristol Lodge)

(781) 894-1225 (Line for Women's Shelter at Bristol Lodge)

50 Prospect St. (Postal address)

545 Moody St. (Immanuel Methodist Church, Bristol Lodge Soup Kitchen)

Waltham, MA 02453

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

The Middlesex Human Service Agency oversees the operations of the following programs: substance abuse recovery homes; inpatient alcohol education and treatment for adults convicted of two or more OUI offenses; and shelter, food, and housing search assistance for homeless individuals. Intensive substance abuse residential treatment facilities at Answer House and Sullivan House help male clients establish a clean and sober lifestyle while renewing their careers and responsibilities to society. The Driving Under the Influence of Liquor Program, or DUI, is an intensive 14-day treatment alternative program for individuals convicted of a second DUI offense in Massachusetts. To be admitted to the program, offenders must be referred directly from the Massachusetts court system. Staff at the men's and women's Bristol Lodge Shelters provide guests with emergency shelter, supportive counseling, and referrals. They offer employment counseling groups, organize AA meetings, and assist clients with

entitlement benefits. Bristol Kitchen at Immanuel Methodist Church opens to guests every day at 3:30, when coffee and snacks are provided. Hot, nutritious meals are served every night at 5 p.m.

### **Minuteman Senior Services**

1-888-222-6171 (Toll-free line for information; may report elder abuse)

1-800-922-2275 (Toll-free elder abuse Hotline; protective services worker on call to respond)

(781) 221-7064 (Information and referral line)

(781) 272-7177 (Office line for information)

(781) 275-1285 (TTY line for information)

26 Crosby Dr.

Bedford, MA 01730

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

Minuteman Senior Services is a community support program that strives to help people retain control of their lives as they age by offering information, advice, support, and services that enable independent living in home and community. Information/Referral Specialists provide individuals and family members with lists of available and affordable resources both locally and long-distance.

Minuteman's Money Management program helps elders set up a budget, sort mail, and manage payments by writing checks for elders to sign. Minuteman runs the Meals on Wheels program, offers legal services, and responds to reports of physical, sexual, emotional, and financial abuse or the neglect of anyone 60 years and older. Minuteman operates on behalf of residents in the following towns: Acton, Arlington, Bedford, Boxborough, Burlington, Carlisle, Concord, Harvard, Lexington, Lincoln, Littleton, Maynard, Stow, Wilmington, Winchester, and Woburn.

### **Mystic Valley Elder Services, Inc.**

(781) 324-7705 (Main line for information)

(781) 321-8880 (TTY line for information)

300 Commercial St., Suite #19

Malden, MA 02148

<http://www.mves.org>

Mystic Valley Elder Services is an Aging Services Access Point and an Area Agency on Aging that serves the cities and towns of Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, and Wakefield. By providing information and access to resources and services, Mystic Valley Elder Services supports the right of elders and adults living with disabilities to live independently and with dignity in a setting of their own choice. Mystic Valley Elder Services works one-on-one with adults age 60 and older and disabled adults to provide care management, coordinate services, and make referrals to appropriate health care and home care providers. Depending on income, many of these services are free or low-cost. The staff is culturally and linguistically diverse to match the needs of the community. Some staff members work directly in senior housing buildings around the community; others work closely with lawmakers to advocate on behalf of seniors and senior programs in the area. Mystic Valley Elder Services is committed to honoring and celebrating the experiences and needs of the LGBT members of the senior community; therefore, it has dedicated community space for monthly LGBT senior tea time at 300 Commercial Street in Malden.

**New England Center for Homeless Veterans (NECHV)**

(617) 371-1800 (Main office line for questions, concerns)

(617) 371-1701 (Line for Director of Community Affairs)

17 Court St.

Boston, MA 02108

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

The New England Center for Homeless Veterans offers programs and services designed to enable successful reintegration, meaningful employment, and independent living. A three-level Residential Program leads homeless veterans from crisis to self-sufficiency. In Level 1, veterans are assessed to determine whether there is a need for more intensive medical care. Working with the intake staff, vets are given immediate care as well as intensive counseling and services to prepare them for NECHV's reintegration program. In Level 2, the Transitional Housing Program, vets must be working or enrolled in a training or educational program. The focus is on financial management and the search for permanent housing. Level 3 offers single room occupancy permanent units to vets who have completed Level 2. With each level of the Residential Program, NECHV offers a range of supportive services: specialized counseling to address issues such as substance abuse, mental health, and PTSD; case management services; 24/7 emergency medical care; and a job placement program. The Pamela D. Donovan Memorial Residence for Women is a newly-renovated dormitory with 16 beds for women.

**On the Rise, Inc.**

(617) 497-7968 (Office line; call to make an appointment to meet with a Community Advocate)

(617) 497-7887 (TTY line)

341 Broadway

Cambridge, MA 02139

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

On the Rise is a day program for chronically homeless women who have experienced traumatic physical and/or emotional abuse and also may be dealing with discrimination, a disability, or substance abuse. (There is no clean and sober policy at On the Rise.) Guests are offered breakfast and lunch, clean clothing, and a quiet place to read and nap. Staff help women find emergency shelter, receive immediate medical attention, and create a safety plan. Moreover, staff create a safe community in which guests have the kinds of relationships and resources they need in order gain a sense of safety, stability, and independence that enables them to move out of homelessness.

**Pilgrim Church Shelter**

(617) 282-0456 (Main line for information)

540 Columbia Rd.

Dorchester, MA 02125

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

The Pilgrim Church Shelter, housed in the Pilgrim Trinitarian Congregational Church, provides nightly shelter on a first-come, first-served basis to unaccompanied homeless men. The men must call and report by 7:30 p.m. Services include advocacy, case management, meals, and referrals. On Saturdays, Pilgrim Church distributes free lunches on Boston Common to people in need.

**Project Place**

(617) 542-3740 (Main office line; for CREW information, ask for x273; for Work Ready, ask for x343)  
 1145 Washington St., Suite 2 (veterans)  
 Boston, MA 02118

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

Project Place is a supportive community that promotes opportunity for homeless and low-income individuals, including homeless veterans, by providing the education and resources needed to obtain stable employment and housing. Project Place's GateHouse is a six-story building with 14 units for homeless individuals and affordable housing for low-income people. GateHouse provides wraparound services to address barriers to employment and housing by running three businesses that offer paid employment for clients overcoming homelessness. Betty's Place for women is housed in YWCA's Berkeley Street residence. Women are offered a room in a safe, clean environment and two meals each day. Betty's also provides wraparound services to help clients transition from emergency shelter to independent living. Note: The Homeless Veterans Reintegration Program (HVRP) at Project Place is a new employment and training program that provides services tailored specifically to veterans. In addition to case management and support services, clients are assessed for veterans benefit eligibility, provided referrals for specific needs, and given assistance in obtaining discharge papers (DD214).

**REACH (Beyond Domestic Violence)**

1-800-899-4000 (Toll-free 24-hour confidential Hotline)  
 (781) 891-0724 x100 (Office line for information)  
 P.O. Box 540024  
 Waltham, MA 02454

<http://www.reachma.org>

By offering direct services and education, REACH strives to advance the safety, healing, and empowerment of individuals who experience domestic or relationship violence. REACH's Hotline advocates are trained to provide supportive, confidential services in English and Spanish. Advocates listen to the caller's fears, concerns, and questions and provide information on how to create a safety plan and obtain local resources. REACH also offers shelter, support groups, and legal advocacy.

**Rosie's Place**

(617) 442-9322 (Front desk line)  
 889 Harrison Ave.  
 Boston, MA 02118

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

Rosie's Place is a safe and welcoming place for poor and homeless women to whom it offers the following services: 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 its guests an opportunity to participate in the Women's Craft Cooperative (WCC), where women are introduced to skills such as jewelry-making and to the basics of merchandising. Guests can then sell their products to the public. Rosie's Advocacy program offers guests the opportunity to work one-on-one with an advocate who helps them find permanent solutions to housing challenges, legal issues, health problems, lack of employment, and/or transportation issues. If Rosie's does not offer a service that a guest needs, the advocacy department provides links to a range of outside social and community organizations.



**Roslindale House**

(617) 327-1503 (Main line for information)

120 Poplar St.

Roslindale, MA 02131

<http://www.rogerson.org/RoslindaleHouse.php>

Roslindale House, which shares the former Roslindale High School building with the Rogerson Communities Adult Day Center and the Florence House, offers rent-subsidized apartments to low-income elders and persons with disabilities. A residents' association is active in planning special events and trips throughout the year. Week-day lunches are available in the building through the Adult Day Center for a nominal donation. In addition, Roslindale House is the site of Out to Brunch, a monthly Saturday brunch and social for older LGBT women. The brunch is followed by a presentation, discussion, or entertainment.

**Salvation Army Cambridge Corps**

(617) 547-3400 (General information line for services info and to schedule appointment)

(339) 502-5852 (Massachusetts headquarters line in Canton)

402 Massachusetts Ave. (Community Center)

Cambridge, MA 02139

[www.SalvationArmyMA.org/Cambridge](http://www.SalvationArmyMA.org/Cambridge)

The Salvation Army Cambridge Corps offers the following emergency services: utility assistance, clothing assistance, food/grocery store vouchers, rental/mortgage assistance, counseling, and referrals and case management. The Cambridge Corps' Drop-In Day Shelter offers medical and mental health care. The Community Feeding Program serves daily nutritious meals to senior citizens and participants at the Drop-In Shelter and The Lodge. Other Cambridge Corps programs include the Continuum of Care for Men, the Silver Threads Senior Program, and Senior Vacations. In addition to shelter and food, men accepted to the Continuum of Care program are offered an opportunity for spiritual growth through Bible studies with a focus on real-life issues. The Silver Threads Senior Program offers daily arts and crafts activities at the Community Center. For a minimal charge, seniors can take a one-week vacation at the Salvation Army's Wonderland Conference Center in Sharon, MA.

**Salvation Army: Waltham Corps Community Center**

(781) 894-0413 (Office line)

33 Myrtle St.

Waltham, MA 02453

[www.salvationarmyma.org/Waltham](http://www.salvationarmyma.org/Waltham)

The Salvation Army Waltham Corps Community Center offers worship services, Sunday School, and Bible studies with a focus on real life issues that many encounter in today's world. In addition, the Salvation Army runs H.O.P.E. Kitchen from 10 a.m. to noon on weekdays, the Community Food Pantry on Friday, and emergency assistance counseling, which focuses on housing, clothing, food, and heat.

**Shattuck Shelter**

(617) 983-0351 (Main line for information and to find out whether shelter is available)

170 Morton St.

Jamaica Plain, MA 02130



[http://www.pinestreetinn.org/our\\_programs/shelter](http://www.pinestreetinn.org/our_programs/shelter)

The Shattuck Shelter offers year-round overnight emergency shelter and support for homeless men and women. Guests receive two hot meals, showers, clothing, a clean bed, and support from counselors and nursing staff. The Shelter also provides assistance for guests who are struggling with addiction, legal, financial, mental health, and physical issues. Guests should call ahead at the number above to ascertain whether there is space to accommodate them on any given night.

### **Shelter Legal Services**

(617) 965-0496 (Office line for information)

885 Centre St.

Newton, MA 02459

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

Shelter Legal Services offers free legal advice and representation to homeless people and veterans. Through its accessible legal services, the agency promotes self-sufficiency, stability, and financial security for its clients. Cases accepted by Shelter Legal Services range from evictions and CORI issues to public housing eligibility and benefits such as MassHealth and Social Security. Shelter Legal holds weekly clinics in the following locations: Cambridge Multi-Service Center for the Homeless in Cambridge, which provides services for homeless people only, and, for veterans only, The Chelsea Soldiers' Home in Chelsea and The New England Center for Homeless Veterans in Boston.

### **Somerville-Cambridge Elder Services, Inc. (SCES)**

(617) 628-2601 (Main line for information)

(617) 628-1705 (TDD line for information)

61 Medford St.

Somerville, MA 02143

<http://www.eldercare.org>

Somerville-Cambridge Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that provides supportive services as well as information and advice to people age 60 and older and people with disabilities in Somerville and Cambridge. SCES aims to help these people remain safe and independent in their own homes by providing services that include, but are not limited to, home-delivered meals, the Brown Bag Program (monthly grocery delivery for income-eligible seniors), Seniors Farmers' Market Nutrition Program for low-income seniors, volunteer opportunities, mental health programs, nutrition counseling, Community Cafes, and chronic disease self-management.

### **Somerville Homeless Coalition (SHC)**

(617) 623-6111 (Main line for information)

(617) 776-0750 (TTY line)

(617) 623-2546 (Line for adult shelter inquiries)

P.O. Box 440436 (Mailing address)

1 Davis Square

Somerville, MA 02144

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

The Somerville Homeless Coalition provides homeless and near-homeless people with individualized supportive services and tailored housing solutions with a goal of obtaining and maintaining affordable housing. SHC offers a range of services that include adult shelter; the Rapid Response program, which

prevents individuals from becoming homeless; affordable, supportive housing services; and the Passages Case Management program, designed to move homeless adults from streets and shelters into permanent housing and self sufficiency by providing services such as life skills training, HiSeT preparation, job readiness, referrals, medical assistance, transportation, and educational accommodations. Project SOUP (Share Our United Pantry) is SHC's food assistance program, which provides free community suppers at 5 p.m. each Monday at Somerville's First Congregational Church. A food pantry is located in the rear basement of St. Benedict's Church in East Somerville.

### **Springwell, Inc.**

(617) 926-4100 (Phone line for information and referral)

(617) 923-1562 (TDD line for information and referral)

307 Waverly Oaks Rd., Suite 205

Waltham, MA 02452

<http://www.springwell.com>

Springwell, Inc. is an Area Agency on Aging and an Aging Services Access Point that serves people who are age 60 and older and people with disabilities in the communities of Belmont, Brookline, Chestnut Hill, Needham, Newton, Waltham, Watertown, Wellesley, and Weston. Springwell strives to help seniors live at home in their community by creating an individualized support plan and providing the services specified in the plan so that each person can live as independently as possible. Services include, but are not limited to, adult day care, behavioral health services, caregiver services, chronic pain and chronic disease management programs, transportation, grocery shopping and delivery, health insurance benefits counseling, friendly visiting program, money management, and wellness programs such as Tai Chi, healthy eating, and fall prevention.

### **St. Francis House**

(617) 542-4211 (Main line for inquiries/requests for help)

39 Boylston St.

Boston, MA 02116

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

As the largest day shelter in New England, St. Francis House serves the poor and homeless in a variety of ways. St. Francis provides medical care, mental health and substance abuse counseling, and daily breakfast and lunch. It also offers a safe, comfortable, daytime shelter in the Day Center, where guests can use telephones and computers with Internet access and participate in activities such as the employment club, the weekly music group, support groups, and the Short Film Coffeehouse. Emergency nighttime shelter is available as is the Next Step Housing Program, which provides single room units for low-income individuals who have experienced homelessness, substance abuse, and unemployment. Guests may receive everyday attire, new undergarments, winter gear, and other essentials such as a suit for an interview or new job. Guests also may take a daily shower, access toiletries, obtain a St. Francis House ID, and use 39 Boylston Street as their home address.

### **St. Patrick's Shelter for Homeless Women**

1-857-654-1000 (Toll-free line for Administrative office/Appointments)

(617) 628-3015 (Information line)

(617) 625-1920 (Catholic Charities Somerville office line)

270 Washington St.

Somerville, MA 02143

[www.ccab.org/patricks.html](http://www.ccab.org/patricks.html)

St. Patrick's Shelter for Homeless Women houses 30 sober women in emergency beds as well as 10 transitional program participants each night. In addition to breakfast and dinner, the women are provided with referrals for health care, mental health services, and housing. In the Washington St. building, run by Catholic Charities, there are also a food pantry and a Foster Grandparent program that is organized to provide tutoring and mentoring services between elder volunteers and children.

### **Those Who Can, For Those In Need (TWCFTIN)**

(617) 462-5719 (Main line for information)

Winthrop, MA 02152

<http://www.twctin.org>

Those Who Can, For Those in Need is an organization that brings together people from the North Shore and Boston areas to learn about resources and volunteer opportunities that lend support to the following groups: elderly people, low income folks, individuals experiencing homelessness, and people who have lost a loved one. Each September, TWCFTIN holds a Resource Fair in Winthrop.

### **Tri-City Community Action Program (Tri-CAP)**

(781) 322-4125 (Office line for information)

(781) 397-2970 (Line for Cyber Cafe @ Malden Square)

110 Pleasant St.

Malden, MA 02148

<http://www.tri-cap.org>

Tri-City Community Action Program is an anti-poverty agency that strives to improve lives and create opportunities for residents of Malden, Medford, Everett, and surrounding towns. To this end, Tri-CAP provides free tax preparation and fuel assistance for low-income residents. In addition, Tri-CAP runs the Cyber Cafe @ Malden Square, which provides free computer and Internet access and training as well as coffee and companionship. Tri-City Housing and Homeless Task Force was created to assist the three cities in coordinating local responses to on-going homelessness. The Task Force evaluates existing HUD programs, develops strategies to reduce homelessness, and provides a forum for resources and legislative strategies to address homelessness in the Tri-Cities.

### **TRUST House**

(857) 364-4966 (Program Manager's line for information)

(857) 364-4027 (LICSW's line for information)

(857) 364-4149 (Contact line for information)

VA Boston Healthcare System

Jamaica Plain Campus

150 S. Huntington Ave. (116B-3)

Boston, MA 02130

<http://www.mass.gov/veterans/housing/transitional/womens-housing.html>

TRUST (Transitional Residence Utilizing Support and Treatment) House is a therapeutic residential program for women veterans that offers secure and affordable housing along with a communal atmosphere in a treatment-focused setting. In this setting, each resident participates in the house's daily operations, which include food shopping, cleaning, gardening, doing laundry, and cooking. The

treatment program involves individual and group therapy, case management, paid work experiences through the Compensated Work Therapy Program, house meetings, and recreational community outings. TRUST House specializes in the treatment of women with PTSD as well as depression, substance abuse, anxiety, dissociation, and homelessness.

### **Victory Programs, Inc.**

(617) 236-1012 (Information and Member Services line)

(617) 267-7059 (TTY Line)

29 Stanhope St.

Boston, MA 02116

<http://www.vpi.org>

Victory Programs is a Boston-based organization that strives to help individuals who are homeless and may have substance use disorders, often accompanied by chronic health issues like HIV/AIDS, Hepatitis C, and mental illness. Staff help clients regain health and restore hope through immediate access to safe and stable housing. To this end, Victory Programs operates 18 health and housing programs in Boston, Cambridge, and Topsfield. The Program's Boston Living Center provides services to individuals living with HIV/AIDS. These services include food, support, holistic healing, education and prevention, and a place to connect socially with others living with HIV/AIDS.

### **Violence Recovery Program (VRP) at Fenway Health**

1-800-834-3242 (Toll-free line for help or information about VRP)

(617) 927-6250 (Fenway Health office line for help or information)

1-877-785-2020 (Safelink: toll-free domestic violence Hotline after 5 p.m. or on weekend days)

1-877-521-2601 (Safelink domestic violence Hotline for hearing impaired)

Fenway Community Health Center

Ansin Building

1340 Boylston St.

Boston, MA 02215

[http://www.fenwayhealth.org/site/PageServer?pagename=FCHC\\_srv\\_services\\_violence](http://www.fenwayhealth.org/site/PageServer?pagename=FCHC_srv_services_violence)

The Violence Recovery Program at Fenway Health provides counseling, support groups, advocacy, and referral services to LGBT victims of bias crime, domestic violence, sexual assault, and police misconduct. VRP strives to ensure that, as they receive services, LGBT victims of violence are treated with sensitivity and respect.

### **The Women's Inn at Pine Street**

(617) 892-9100 (General information line)

(857) 654-1865 (Women's Clinic line)

(857) 654-1000 (Administrative and appointment line)

363 Albany St.

Boston, MA 02118

<http://www.pinestreetinn.org>

The Women's Inn at Pine Street is an emergency shelter for homeless women. The Inn is accessible for people with disabilities and provides a safe place to sleep, two meals a day, storage lockers, emergency clothing, and washing machines. Beds are assigned daily using a lottery system. To enter the lottery drawing, guests should arrive by 3 p.m. and speak to the staff at the front desk, where names for beds are drawn at 3:30 p.m. Although a bed cannot be guaranteed, staff will work to find other options if a guest's name is not drawn. The Women's Clinic at the Inn offers health care and drug recovery programs. Counselors strive to create a welcoming atmosphere and respect for guests, while providing critical services that will put guests on track to become self-sufficient. To this end, a two-year transitional sobriety program called 'Women in Transition' is offered.

### **Women's Lunch Place**

(617) 267-1722 (Office and information line)

67 Newbury St. (Corner of Berkeley St.)

Boston, MA 02116

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

Women's Lunch Place offers poor and homeless women the services they need to feel safe and enjoy the companionship of other women. The Lunch Place opens at 7 a.m. Monday through Saturday with breakfast and an opportunity for guests to shower and do their laundry. Open until 2 p.m. each of these days, the Lunch Place also provides a hot, nutritious lunch. Other services include assistance in finding employment, medical and mental health services, and substance abuse treatment programs.

### **Woods Mullen Shelter**

(617) 534-7107 (Office line for information)

794 (Rear) Massachusetts Ave.

784 Massachusetts Ave. (detox facility)

Boston, MA 02118

[www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx](http://www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx)

Woods Mullen Shelter is an emergency shelter that provides food, clothing, health care, and case management services to men and women who are in need. Woods Mullen has 190 beds, which are given out on a first-come, first-serve basis beginning at 4 p.m. Woods Mullen also offers mail services, substance abuse support, medical and mental health services and referrals, and a work program. The shelter is located at Melina Cass Blvd. & Massachusetts Ave. near the Boston Medical Center.

## **SOCIAL SERVICES: NORTHEASTERN MASSACHUSETTS**

### **ACTION, INC.**

(978) 282-1000 (Gloucester office line; dial x119 for HomeCorps Prevention case manager)

(978) 283-4125 (Emergency shelter line)

180 Main St.

Gloucester, MA 01930

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

ACTION, INC. provides social services and programs for the Greater Cape Ann Community in order to promote economic security rather than dependency. As a Community Action Agency, ACTION is part of a nationwide network of organizations in the U.S. that is working to eliminate poverty. ACTION designs programs that address employment and training, housing, budget counseling, and services for seniors. Collaborating with the Attorney General's office, ACTION offers HomeCorps, a program that addresses foreclosure prevention and provides post-foreclosure services, including legal assistance referrals, referrals for possible loan modifications, budgeting and financial counseling, fuel assistance, job training, SSI application assistance, the Food Stamp Program, and homelessness prevention.

### **Armistice Homestead**

(978) 466-7778 (Main line for information)

16 Pearl St.

Leominster, MA 01453

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

Armistice Homestead provides a warm and compassionate environment for medically fragile and terminally ill homeless veterans from all eras. Patients receive case management services, access to VA services, and a strong community of support. The program includes 24-hour care in a homelike atmosphere that allows veterans to maintain their independence and dignity.

### **Bridgewell**

(781) 593-1088 (Information line in Lynnfield office)

(339) 883-1700 (Line for Employment Support program at Boston Street Center)

(978) 459-0389 (Line for Lowell Adult Day Treatment and Bridgewell Counseling Services)

(978) 750-6828 (Line for START Clinical Support Services and the Sovner Center in Danvers)

471 Broadway

Lynnfield, MA 01940

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

Bridgewell is a community-based agency that provides residential and clinical support services for individuals with disabilities. Bridgewell staff strive to integrate residents into the community by helping them find work and involving them in local recreational activities. Bridgewell's Employment Support program at the Boston Street Center (BSC) provides job development, placement, and job coaching services to adults with developmental disabilities. Participants at the BSC may have other disabilities such as visual and/or hearing impairments, physical limitations, and medical or behavioral challenges. Bridgewell provides case management and housing for chronically homeless individuals with a mental illness. Bridgewell's representative payee services help transition the homeless to permanent housing and teach money management skills needed to maintain their housing. Partnering with local farms, Bridgewell provides nutritious meals to its residents and to homeless individuals. In

addition, Bridgewell administers housing vouchers for very low income individuals with a disability and offers day habilitation services to adults with mild to severe physical and developmental disabilities, including memory impairment, psychiatric disorders that have not responded to other treatment, and Alzheimer's disease. The Lowell Adult Day Treatment (LADT) provides five-day/week intensive treatment for adults with persistent mental illness, and the Bridgewell Counseling Services (BCS) provides behavioral health treatment and continuity of care to individuals with psychiatric and developmental disabilities. The Sovner Center is an outpatient mental health clinic that provides psychiatric assessment, medication management, and psychotherapy to adults with a dual diagnosis.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Northeastern Massachusetts region. Either of those listed can direct the user to other COAs in the region.

#### **Lawrence Council on Aging**

(978) 620-3540 (Office line for information)  
155 Haverhill St.  
Lawrence, MA 01840

#### **Lowell Council on Aging**

(978) 970-4131  
276 Broadway  
Lowell, MA 01854

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

### **Elder Services of Merrimack Valley, Inc. (ESMV)**

1-800-892-0890 (Toll-free line for learning about services, benefits, and programs)  
1-800-924-4222 (Toll-free TTY line)  
(978) 683-7747 (Main line for information)  
360 Merrimack St., Bldg. #5  
Lawrence, MA 01843

<http://www.esmv.org>

Elder Services of Merrimack Valley, Inc. is an Area Agency on Aging, an Aging Service Access Point, and an elder protective service agency for the Merrimack Valley region. ESMV serves the following cities and towns: Amesbury, Andover, Billerica, Boxford, Chelmsford, Dracut, Dunstable, Georgetown, Groveland, Haverhill, Lawrence, Lowell, Merrimack, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury Tewksbury, Tyngsborough, West Newbury, and Westford. ESMV helps individuals remain independent in their home or a place they choose to live for as long as possible. Staff are culturally and linguistically diverse to match the needs of the community. Services include, but are not limited to, referrals to different housing options, nutrition resources (food pantry, Brown



Bag Program), behavioral health services, care coordination, education programs (Healthy Eating, Silver Sneakers, Healthy Ideas, Matter of Balance), chronic pain/chronic disease self-management, legal services (protective), skills training, supportive day care, group adult foster care, supportive home care aide, transportation, advocacy, and crisis intervention.

### **Emmaus, Inc.**

(978) 241-3500 (Office line)

150 How St.

Haverhill, MA 01830

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

Emmaus, Inc. manages a variety of housing facilities for homeless individuals. The Emerson Street Apartments have permanent independent housing units for homeless disabled men and women. The Gilead House is a supportive transitional residence for mentally ill adults who are recovering from substance abuse. Jericho House provides supportive housing for chronically homeless men and women who are living with severe mental illness and/or addictions. Mitch's Place is a year-round emergency overnight shelter for single men and women, where they receive a bed, meals, and staff support to secure needed health and social services in a non-violent atmosphere. The Winter Street Apartments provide affordable permanent housing to homeless disabled women.

### **Grace Center**

(978) 675-6240 (Information line for hours and programs)

P.O. Box 135 (Mailing address)

Gloucester, MA 01930

10 Church St. (Tuesday meeting place at the Unitarian Universalist Church)

48 Middle St. Trinity (Wednesday meeting place at the St. John's Episcopal Church)

70 Middle St. (Thursday meeting place at the Congregational Church)

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

The Grace Center is a day resource center and safe space for the homeless, people in crisis, and those struggling with difficult situations. Professional staff and volunteers provide breakfast and lunch on days the Center is open, nursing services, and health screening and testing. Early intervention and treatment services for folks with alcohol or substance use disorders or those at risk of developing these disorders are provided through the method known as SBIRT (screening, brief intervention, and referral to treatment). Guests also can meet at the Center for weekly yoga classes, weekly meditation, a therapeutic art program, life skills training and job readiness support, and advocacy and referrals.

### **Greater Lawrence Family Health Center (GLFHC)**

(978) 686-0090 (Clinic line)

(978) 685-7663 (GLFHC line for community-based programs)

(978) 688-1567 (Pharmacy line)

34 Haverhill St. (Main site)

Lawrence, MA 01840

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

The mission of the Greater Lawrence Family Health Center is to improve and maintain the health of individuals in the Merrimack Valley by providing a network of comprehensive health care services and by training health care professionals to respond to the needs of a culturally diverse community. The

GLFHC serves the communities of Lawrence, Methuen, Haverhill, Andover, and N. Andover with a network of clinics that has a preventive-oriented approach and integrates social programs with clinical services. These services include integrative medicine, office-based opioid therapy, Hepatitis C clinic, Healthy Weight Clinic, asthma self-management education, a behavioral health medical integration pilot, a diabetes self-management program, the “I Can Cope” Spanish-speaking breast cancer support group, family pharmacies located in several of the Health Centers, nutritional counseling, a chronic disease self-management program, and Health Care for the Homeless, a program of outpatient medical care for homeless clients at shelters, drop-in centers, and soup kitchens.

### **Hero Homestead**

(978) 353-0234 (Main line for information)

25 Grove Ave.

Leominster, MA 01453

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

Hero Homestead is a 15-bed, substance-free facility where residents are encouraged to co-exist by assisting each other and attending to as many of their own needs as possible. The Hero Homestead program provides transitional housing for veterans who are dealing with substance abuse and mental health issues as well as other challenges related to homelessness.

### **Lifefridge Salem (formerly known as The Salem Mission)**

(978) 744-0500 (Main line in English and in Spanish languages)

56 Margin St.

Salem, MA 01970

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

Lifefridge Salem strives to end the crisis of homelessness by offering the following services: safe shelter, supportive housing, community meals, day services, a health clinic, and clothing. The shelter offers beds to individual men and women, with additional beds added in winter. The Seeds of Hope campus provides housing units, where tenants have a case manager and access to other Lifefridge services, such as the thrift shop, food pantry, and meals program. Break Bread Together Community Meals offers three meals every day to shelter residents and anyone else who is hungry. Seeds of Change Day Services provide case managers to help guests set goals for themselves and develop a plan for obtaining affordable housing. Case managers also assist guests with mental health and substance abuse issues. Lifefridge's on-site health clinic is staffed four days a week by nurses and mental health clinicians, who deliver primary care to the guests. Street advocates bring homeless individuals from parks and public buildings to Lifefridge to ensure that their basic needs are met.

### **Lowell Transitional Living Center (LTLC)**

(978) 441-0805 (Main phone line)

205 Middlesex St.

Lowell, MA 01852

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

The Lowell Transitional Living Center provides programs that meet immediate needs for emergency shelter and food, along with case management that enables individuals to make the transition from a shelter bed to a permanent home. At LTLC, each person begins a process that is geared toward ending his/her homelessness. In addition, the Bad Weather Bed program, open during the winter months,

provides shelter to individuals who may not normally come inside; this offers the opportunity for case managers to reach some of the most chronically homeless individuals. LTLC's Community Meals Program provides meals to people in the program, those living on the streets, and low income people. Case managers help guests develop a plan that will lead to employment and housing. They also work with individuals who need detox and drug/alcohol rehabilitation to access programs that provide these services as well as transportation to their facilities. In partnership with the Lowell Community Health Center, the LTLC has a part-time registered nurse on site for assessment and triage. Elliot Community Health provides a mental health specialist who is available for consultations.

#### **Lowell Vet Center**

(978) 453-1151 (Main line for information)

10 George St., Gateway Center

Lowell, MA 08152

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

#### **Montachusett Home Care Corporation (MHCC)**

1-800-734-7312 (Toll-free line for information)

(978) 537-7411 (Main line for information)

(978) 514-8841 (TTY line for information)

680 Mechanic St., Suite 120

Leominster, MA 01420

<http://www.montachusetthomecare.org>

Montachusett Home Care Corporation is an Aging Services Access Point that strives to assist elders age 60 and older and disabled persons to remain safely in their own homes through the provision of in-home and community-based services that are designed to prevent unnecessary nursing home placement. MHCC serves the towns and cities of Ashburnham, Ashby, Ayer, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Hubbardston, Lancaster, Leominster, Pepperell, Princeton, Shirley, Sterling, Templeton, Townsend, Westminster, and Winchendon. Services include, but are not limited to, homemaker and personal care, case management, grocery shopping, meal preparation, transportation to certain medical treatments, the Money Management Program, protective services, and several supportive housing and community-based residential programs.

#### **Montachusett Opportunity Council, Inc. (MOC)**

(978) 345-7040 (Main office line for information)

(978) 342-6259 (Nutrition line)

(978) 343-5706 (Line for information about housing and eligibility requirements)

133 Prichard St.

Fitchburg, MA 01420

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

The Montachusett Opportunity Council is the designated community action agency for 30 communities in the North Central region of MA. MOC's mission is to alleviate poverty and create healthy communities by providing services, coordinating community resources that promote self-sufficiency, and advocating for social change. Services include education, workforce development, nutrition, health, community services, and housing and homelessness services. MOC's Elder Nutrition program provides a variety of meals programs to individuals age 60 years and older. The program enables them to live on their own instead of in a nursing facility. In addition, it promotes better health, reduces isolation, and offers elders the opportunity to live in dignity. Programs include community dining and home-delivered meals, other food assistance such as Brown Bag Meals, farmers market coupons, and SNAP (formerly known as Food Stamps). MOC's Housing and Emergency Services provides intake, assessment, referral, and case management to help low-income clients connect with a broad range of programs and resources, and find and maintain housing.

**Montachusett Veterans Outreach Center, Inc. (MVOC)**

(978) 632-9601 (Main line for information)

268 Central St., Suite A

Gardner, MA 01440

[www.veterans-outreach.org](http://www.veterans-outreach.org)

Montachusett Veterans Outreach Center, Inc. serves all veterans throughout the north central region of Massachusetts. MVOC strives to support veterans in need of services to develop a resilient, self-sufficient lifestyle. To this end, MVOC offers the following services: veterans benefits, transitional and low-income housing, food assistance, counseling services, transportation to medical appointments, and job training. There is also support for veterans suffering from PTSD and veterans in need of help for alcoholism through attendance at AA meetings.

**North Shore Elder Services, Inc.**

1-800-243-4636 (Toll-free line for information)

(978) 750-4540 (Main line for information)

(978) 624-2244 (TDD/TTY line for information)

300 Rosewood Dr., Suite 200

Danvers, MA 01923

<http://www.nselder.org>

North Shore Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the communities of Danvers, Marblehead, Middleton, Peabody, and Salem. Its mission is to serve the functional needs of adults age 60 and older and people with disabilities. North Shore Elder Services does this by providing support, information, and services so that each elder or disabled person can live as independently as possible in locations of their choice for as long as possible. A variety of home care services are available to maintain independence at home; they include personal care, homemaking, and personal emergency response. As part of an interdisciplinary team, a care manager assesses an individual's needs, then develops and monitors the plan of care. Several programs offer an increased level of services for frail elders at home to prevent nursing facility placement: adaptive equipment, adult day care, grocery shopping, light cleaning, laundry, home-delivered meals, and bathing assistance. Protective Services is a program to investigate reports of elders who are abused, exploited, neglected, or self-abusing. Other services include a Money Management program, the SHINE program for free health insurance information and counseling, and

monthly Over the Rainbow Dinner Club meetings for LGBT elders at the House of the Seven Gables.

### **North Shore Veterans Counseling Services, Inc.**

(978) 921-4851 (Line for information on M-F from 8 a.m. to 4 p.m.; Note: evening appointments avail.)

45 Broadway St.

Beverly, MA 01915

<http://www.northshoreveterans.com>

North Shore Veterans Counseling Services offers assistance to any veteran or to a family member or significant other of that veteran. A veteran's needs are addressed with confidentiality except when current child abuse, elder abuse, or domestic violence is involved. The North Shore Veterans Counseling Services does work in, but is not limited to, the following areas: PTSD, housing and employment, training and education, substance abuse counseling, family counseling, veterans benefits and advocacy, anger management, adjustment counseling, service documentation requests, discharge upgrading, relapse prevention, and HIV/AIDS support services.

### **Our Father's House**

(978) 345-2256 (Main office line)

(978) 345-3050 (Line for shelter; call after 3 p.m.)

(978) 855-5184 (Line for Director of Homeless Services; line for mobile outreach unit)

199 Summer St. (Administrative office)

P.O. Box 7251 (Mailing address)

Fitchburg, MA 01420

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

Our Father's House consists of several programs and buildings. The Emergency Shelter is a dry shelter that provides meals, housing search, and advocacy services to homeless men and women. Each guest meets with a case manager on a weekly basis and is expected to participate in his/her service plan. Length of stay is determined on an individual basis. The Lunenburg Street Transitional Shelter Program for Women offers homeless women the opportunity to participate in a program for up to six months. By involving the women in the operation of the program—food shopping, cooking, cleaning, and addressing underlying problems that contribute to their homelessness—Our Father's House is able to reduce the rate of return to shelter. A permanent Housing Program for Homeless Men in Recovery provides case management and is located on Leighton Street. Modeled on the Leighton Street plan, Elizabeth House on Mechanic Street provides transitional housing to homeless women in recovery.

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

(978) 685-1337 (Main phone line)

(978) 975-4547 (Daybreak Shelter line)

11 Union St.

Lawrence, MA 01840

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

The Psychological Center strives to help people who are experiencing mental health problems, alcohol or substance abuse, addiction, homelessness, or other issues to overcome these difficulties with resilience and positive coping responses. TPC offers the following programs: Daybreak Shelter, a 'wet' facility that provides temporary shelter for homeless adults; Pegasus House, a residential treatment facility that promotes skills-building and development of positive relationships within the community;

Please email any changes to [tbrigham@mhsa.net](mailto:tbrigham@mhsa.net) | For more information visit [www.mhsa.net](http://www.mhsa.net)

PEOPLE! Recovery Center, a peer-led participatory program for individuals in recovery for addiction to substances; Safe Haven, a home for men; and Women's View Recovery House, a strength-based model for women to learn how to balance life issues with the challenge of maintaining sobriety.

**SeniorCare, Inc.**

1-866-927-1050 (Toll-free line for information)

(978) 281-1750 (Main line for information)

49 Blackburn Center

Gloucester, MA 01930

<http://www.seniorcareinc.org>

SeniorCare, Inc. is an Area Agency on Aging and an Aging Services Access Point that serves the towns of Beverly, Essex, Gloucester, Hamilton, Ipswich, Manchester-by-the-Sea, Rockport, Topsfield, and Wenham. SeniorCare provides and coordinates services that enable people age 60 and older and people with disabilities to live independently at home or in a setting of their choice. This multi-faceted organization provides a one-stop portal for elder services and information that includes a wellness program ('A Matter of Balance, Healthy Eating'), protective services, home care/homemaking, and opportunities to volunteer as a tax aide, a Meals-on-Wheels driver, or an office volunteer.

**Those Who Can, For Those In Need (TWCFTIN)**

(617) 462-5719 (Main line for information)

Winthrop, MA 02152

<http://www.twctin.org>

Those Who Can, For Those in Need is an organization that brings together people from the North Shore and Boston areas to learn about resources and volunteer opportunities that lend support to the following groups: elderly people, low income folks, individuals experiencing homelessness, and people who have lost a loved one. Each September, TWCFTIN holds a Resource Fair in Winthrop.

**Veterans Northeast Outreach Center**

(978) 372-3626 (Main office line)

(978) 891-7492 (Veterans Representative for job opportunities, including for veterans with a disability)

(617) 210-5480 (Line for name of Veterans Service Officer and information about reaching him or her)

65 Cedar St. (Veterans Mansion and administrative offices)

10 Reed St. (Outreach Center)

Haverhill, MA 01830

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

The Veterans Northeast Outreach Center offers information, referral, advocacy, and support to veterans in the Greater Merrimack Valley and Middlesex County. The Outreach Center has a food pantry and is a place to obtain assistance in filing for federal and state veterans benefits. The Veterans Mansion is a transitional permanent housing program for homeless veterans.

## **SOCIAL SERVICES: SOUTHEASTERN MASSACHUSETTS**

### **AIDS Support Group of Cape Cod (ASGCC)**

(508) 487-9445 x16 (Information line for HIV+ and peer support)

(508) 487-8511 (Line for setting up rapid HIV testing in Provincetown)

(508) 778-1954 (Line for setting up rapid HIV testing in Hyannis)

336 Commercial St.

Provincetown, MA 02657

<http://asgcc.org>

The AIDS Support Group of Cape Cod works to foster health, independence, and dignity for people living with HIV/AIDS and Viral Hepatitis by providing care, support, and housing. ASGCC strives to reduce the spread of HIV and other sexually transmitted infections through prevention, education, and testing services. The Foley House, a joint partnership between the Provincetown Housing Authority and ASGCC, was created to address homelessness for PLWHA. Although the main eligibility criterion is homelessness, residents also have an HIV diagnosis and must be willing to live cooperatively in a congregate and harm reduction setting. ASGCC also offers a variety of services that span all communities of Cape Cod and the Islands. Services include the use of ASGCC case managers to assist people in need as they apply for fuel assistance; educational programs to inform civic groups, schools, and social service agencies about HIV, Hepatitis C, and other blood-borne or sexually transmitted illnesses; and free screening services, vaccines, clean needles, and Narcan training.

### **Bay State Community Services, Inc. (BSCS)**

(617) 471-8400 (Office line for information)

1120 Hancock St.

Quincy, MA 02169

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

At Bay State Community Services, special attention is given to reaching out to vulnerable and high-risk populations. To this end, the BSCS Outpatient Services division, made up of a team of social workers, psychiatrists, psychologists, counselors, addiction specialists, and outreach workers, provides services to individuals who are dealing with issues involving mental health and substance abuse. Staff at BSCS operate with the belief that services must be aligned and integrated at the local level in order to be responsive to the unique needs of each individual. Outpatient Services includes the Intensive Recovery Program (IRP), where people in the process of returning to their communities receive short-term, focused, supportive addictions treatment in a therapeutic setting.

### **Bristol Elder Services, Inc.**

(508) 675-2101 (Main line for information)

(508) 646-9704 (TTY line for information)

(508) 324-4619 (Nutrition office line)

1 Father DeValles Blvd.

Fall River, MA 02723

<http://www.bristolelder.org>

Bristol Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the cities/towns of Attleboro, Berkley, Dighton, Fall River, Freetown, Mansfield, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton, and Westport. Services include



adaptive equipment, adult day health, adult foster care, case management, congregate meals, nutrition counseling and education, skills training, Alzheimer's/dementia coaching, chronic disease self-management, translation/interpreting, protective services, and transportation.

### **Catholic Social Services of Fall River, Inc. (CSS)**

(508) 674-4681 (Main phone line)

(508) 997-7337 (New Bedford office line; use to reach the Solanus Casey Food Pantry)

1600 Bay St. (Central office)

P.O. Box M/So. Station

Fall River, MA 02724

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

Catholic Social Services strives to improve the quality of life for those in need by providing social and human services. To this end, CSS provides financial assistance, utility assistance, and access to low-income housing programs. CSS also offers mental health counseling, crisis intervention services and disability services, which include case management, referral, assistance in navigating state and federal services, and attention to marginalized clients. For individuals who are experiencing homelessness and for those with a disability, CSS offers shelter as well as permanent supportive housing. The CSS Solanus Casey Food Pantry in New Bedford is open to poor and homeless individuals in the area.

### **Coastline Elderly Services, Inc.**

1-866-274-1643 (Toll-free line for information)

(508) 999-6400 (Main line for information)

(508) 994-4265 (TDD line)

1646 Purchase St.

New Bedford, MA 02740

<http://www.coastlineelderly.org>

Coastline Elderly Services, Inc. is a multi-service agency for all elder concerns, needs, and services. As such, the agency serves people who are age 60 and older and who are financially- and need-eligible. Coastline serves residents of Acushnet, Dartmouth, Fairhaven, Marion, Mattapoisett, New Bedford, and Rochester and offers services that include adult day health, adult foster care, advocacy, home care services, behavioral health services, case management, and home-delivered and congregate meals. In the area of education, services include a chronic disease self-management program, Tai Chi for better balance, the Healthy Eating program, and money management. Coastline also offers transportation, utility assistance, support groups, and specialized housing referrals.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Southeastern Massachusetts region. Either of those listed can direct the user to other COAs in the region.

#### **Provincetown Council on Aging**

(508) 487-7080 (Office line for information)

2 Mayflower St.

Provincetown, MA 02657

#### **Plymouth Council on Aging**

(508) 830-4230 (Office line for information)

44 Nook Rd.

Plymouth, MA 02360

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as

long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

**DOVE, Inc. (Domestic Violence Ended)**

1-888-314-3683 (Toll-free crisis Hotline)

(617) 471-1234 (Domestic violence crisis Hotline)

(617) 770-4065 (Community Advocacy & Prevention Services line)

P.O. Box 690267

Quincy, MA 02269

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

DOVE, Inc. offers services and support for victims of domestic violence—all adults who have been abused emotionally, financially, physically, and/or sexually. As a multi-service organization, DOVE provides crisis intervention, danger assessment, and safety planning as well as emergency shelter and legal advocacy and representation. All services are confidential and grounded in advocacy, and every effort is made to help victims overcome the sense of isolation and vulnerability.

**Duffy Health Center (DHC)**

(508) 771-9599 (Clinic line)

(508) 771-7517 (Administrative line)

94 Main St.

Hyannis MA 02601

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

Duffy Health Center strives to prevent and reduce homelessness on Cape Cod by providing primary health care integrated with case management. Specifically, DHC provides medical care, mental health and substance abuse treatment, case management, and housing services to people who are homeless or at risk of homelessness. Ongoing support and follow-up by Duffy's multidisciplinary team give clients the opportunity to break free from the cycle of homelessness and rejoin the larger community.

**Elder Services of Cape Cod and the Islands, Inc. (ESCCI)**

1-800-442-4492 (Toll-free line for information)

1-800-244-4630 (Toll-free line for information)

(508) 394-4630 (Office line for information)

68 Route 134

South Dennis, MA 02660

<http://www.escci.org>

Elder Services of Cape Cod and the Islands, Inc. is an Aging Services Access Point, an Area Agency on Aging, and an Aging and Disability Resource Consortium for the counties of Barnstable, Dukes, and

Nantucket. ESCCI offers the following services: adult day health, adult foster care, advocacy, nutrition education, transportation, utility assistance, protective services, money management, congregate meals, case management, emergency assistance, home care services, opportunities for volunteering, multimedia outreach, nutrition counseling, home-delivered meals, and caring homes.

**Esther R. Sanger Center for Compassion (ERSCC)**

(617) 847-6967 (Main office line for information)

(617) 471-7075 (Quincy Crisis Center Hotline: free and confidential)

282 Billings Rd

Quincy, MA 02170

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

The Elizabeth R. Sanger Center for Compassion is a faith-based outreach agency whose primary mission is to meet the needs of the disenfranchised and marginalized members of the South Shore community. Primarily volunteer-based, the ERSCC equips volunteers to provide a helping hand and a listening ear to individuals in need. The Quincy Crisis Center (QCC), one of ERSCC's programs, offers a 24-hour Crisis Hotline (number above) that provides confidential crisis counseling, information, and referrals. The QCC also has a hot meal program that offers a free, nutritious noon-time meal each weekday in the basement of United First Parish Church (Church of the Presidents) in Quincy Center. The QCC's food pantry includes a program that delivers free groceries directly to the homes of those in need, including the elderly, disabled homebound, and those who are unable to access other food pantries. The Sojourners is QCC's visitation and advocacy program that serves isolated adults—primarily senior citizens and disabled people who would benefit from the visit of a friendly volunteer.

**Fall River Veterans Center/Veterans Association of Bristol County**

(508) 679-9277 (Main line for information)

755 Pine St.

P.O. Box 9091 (Mailing address)

Fall River, MA 02720

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

The Fall River Veterans Center, home of the Veterans Association of Bristol County, is an outreach center that serves veterans and their families living in Bristol County. The Center offers veterans of all eras opportunities for companionship with other vets and provides drug counseling, rehabilitation counseling, and meals. There are also opportunities to volunteer at the Center.

**Falmouth Service Center (FSC)**

(508) 548-2794 (Office line for information)

611 Gifford St.

Falmouth, MA 02540

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

The Falmouth Service Center strives to ease stress, reduce hunger, and improve the quality of life for those in need. To this end, FSC offers a food pantry; a clothing room, where clients can find clothes that are in good condition and appropriate for the season; financial assistance; health care access; a community garden; cooking classes; and affordable housing units.

**Father Bill's & MainSpring (FBMS)**

(508) 427-6448 (Administrative offices line)  
(617) 770-3314 (Line for Father Bill's Place)  
(617) 770-3314 x255 (Prevention Hotline)  
(508) 587-5441 (Line for MainSpring House)  
(508) 894-0292 (Veteran's Program line)  
1-877-424-3838 (Toll-free National Call Center for Homeless Veterans)  
1-800-273-8255 (Toll-free 24/7 VA Veterans Suicide Hotline)  
38 Broad St. (Father Bill's Place)  
Quincy, MA 02169  
54 N. Main St. (MainSpring House; also the location of The Table)  
Brockton, MA 02301

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

Father Bill's & MainSpring strives to help homeless people obtain a home by offering temporary shelter, identifying safe and affordable housing, and providing permanent housing with supportive services. Concurrently, FBMS works with guests who are homeless or at risk of homelessness to help them achieve self-sufficiency. The Table, run by FBMS, provides free healthy lunches to men and women six days a week (closed Tuesday). FBMS also offers a variety of supports to help veterans get back on their feet and rejoin their communities by providing the following services: emergency shelter, a transitional program with studio apartments and supportive services, permanent supportive housing for veterans, specialists to help veterans access services and benefits, the Peer-to-Peer program in collaboration with the regional Veterans Administration (VA) and Department of Veteran Services, and the U.S. Workforce program to help veterans prepare for and find employment.

**Grace Veterans Center (GVC)**

1-800-273-8255 (Toll-free Veterans Crisis Line for crisis or emergency)  
(508) 778-1590 (Main line for information)  
569 Main St.  
Hyannis, MA 02601

<http://graceveterans.org>

The Grace Veterans Center is a branch of the Cape & Islands Veterans Outreach Center. The mission of the GVC is to work with all veterans support agencies and groups on the Cape to coordinate and expand, with greater efficiency, the services that are currently provided to veterans on Cape Cod. Those eligible for care at GVC include soldiers and airmen on active duty, soldiers and airmen in the National Guard, people in the Army Reserve, and retired/out-of-uniform veterans. Services include a combination of traditional and holistic healing: psychological counseling, Warrior Yoga, massage therapy, mindfulness, substance abuse interventions, mentoring, housing assistance, and referrals to Massachusetts General Home Base Program for Neuro Evaluations.

**Guindon House**

(508) 778-4996 (Office line for information)  
84 Bearses Way  
Hyannis, MA 02601  
(no website)

Guindon House is a transitional home for former inmates, all of whom are male. Guindon House

provides structure, support, and referrals to help residents find jobs, defeat addictions, and regain their self-dignity. Residents are expected to look for a job, follow a curfew, and contribute toward rent.

### **Health Imperatives**

1-888-293-7273 (Toll-free Hotline after physical or sexual assault or fear of such violence)  
 (508) 894-2869 (TTY line for help after assault or fear of such violence)  
 (508) 588-8255 (24/7 Hotline; free, confidential counseling in sexual or domestic violence incidents)  
 (508) 583-3005 (Office line for information)  
 (508) 732-8981 or (508) 732-8982 (ACCESS—AIDS Comprehensive Care Education & Support Services)  
 942 West Chestnut St.  
 Brockton, MA 02301

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

Health Imperatives is a community-based agency that offers a continuum of safety, prevention, and intervention services to families and individuals on the South Shore and Cape Cod and the Islands. Health Imperatives' mission is to improve the health and well-being of low-income or vulnerable populations. There are three particularly strong programs that would be appropriate for older adults: A New Day, PASS, and Penelope's Place. A New Day, formerly Womansplace Crisis Center, has offices in Brockton, Plymouth, and Quincy, where a victim of sexual assault or relationship violence can receive medical advocacy, legal advocacy, coping skills, and prevention education. PASS, or Plymouth AIDS Support Services, provides reintegration services to incarcerated and newly released people living with HIV, as well as educational information and referrals to agencies in Southeastern MA. People living with HIV who are not involved with the correctional system may also receive medical and/or case management services through Jordan Hospital's ACCESS program (see contact information above). Penelope's Place offers healing, a five-bedroom domestic violence shelter, and help in acquiring life skills to prepare for transitions to more independent living.

### **Housing Assistance Corporation (HAC)**

(508) 771-5400 (Main office line for information)  
 (508) 778-5255 (Line for NOAH Shelter/Day Center)  
 460 W. Main St., #1 (Office address)  
 77 Winter St. (NOAH Shelter and Day Center address)  
 Hyannis, MA 02601

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

The Housing Assistance Corporation offers a continuum of housing services that are designed to evolve with the changing needs of the community. HAC provides emergency shelter and meals, employment services, homelessness prevention assistance, and housing subsidies. HAC also offers consumer education, weatherizes and conducts energy rehabs for low-income properties, and develops affordable housing for seniors. The NOAH Shelter is HAC's emergency shelter for men and women who become homeless on Cape Cod. In addition to providing a safe place to sleep, the NOAH Shelter offers job-search and housing-search assistance, case management, legal clinics, and substance-abuse and mental-health counseling. The NOAH Shelter recently opened the NOAH Day Center for homeless women and men who are not abusing substances or using alcohol.

### **The Nathan Hale Veterans Outreach Centers**

(508) 923-0900 (Office line)

260 Centre St., Unit B

Middleboro, MA 02364

(508) 747-2003 (Office line)

34 Main St. Ext., Suite 204

Plymouth, MA 02360

[www.the.nathanhaleveteransoutreachcenterplymouthma.com](http://www.the.nathanhaleveteransoutreachcenterplymouthma.com)

The Nathan Hale Veterans Outreach Centers are drop-in day centers that serve veterans and their families in the following communities: Plymouth, Middleboro, Kingston, Marshfield, Duxbury, Carver, Pembroke, Lakeville, Plimpton, West Bridgewater, Scituate, Bourne, Brockton, Halifax, Lynn, and Quincy. Free services provided by one or both Centers include transportation to and from medical appointments, Veterans Appreciation dinners, day outings, combat/PTSD counseling, arts/crafts classes, and painting classes. Free fresh produce and specialty items are available to veterans at both Centers on a weekly basis. Free clothing is available to needy vets and their families in the Middleboro Center. The Outreach Centers' website contains a guide to veterans benefits and other sources of assistance. The Nathan Hale Foundation operates a shuttle service on the South Shore, which consists of two vehicles that provide transportation five days a week.

### **New Bedford Vet Center**

(508) 999-6920 (Main line for information)

73 Huttleton Ave., Unit 2

Fairhaven, MA 02719

(No website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

### **Old Colony Elder Services, Inc.**

1-800-922-2275 (Elder Abuse Hotline)

(508) 584-1561 (Main line for information)

(508) 587-0280 (TTY line for information)

144 Main St.

Brockton, MA 02301

<http://www.oldcolonyelderservices.org>

Old Colony Elder Services, Inc. is an Aging Services Access Point that serves people age 60 and older and disabled individuals who live in the following cities and towns: Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Lakeville, Marshfield, Middleborough, Pembroke, Plymouth, Plympton, Rockland, Stoughton, Wareham, West Bridgewater, and Whitman. Old Colony strives to help elders and disabled people to live with dignity and independence by providing information and services that promote healthy, safe living. Services include, but are not limited to, an individualized care plan, companionship, fuel assistance, minor home repair, medical transportation, emergency medical needs, referral, adult day health, personal care, home-delivered meals, food shopping, supportive day care, supportive housing, wellness

programs, and protective services.

### **Old Colony Planning Council (OCPC)**

(508) 583-1833 (Main office for information and referral)

(508) 533-1833 (TDD for information)

70 School St.

Brockton, MA 02301

<http://www.ocpcrpa.org>

As an Area Agency on Aging, the Old Colony Planning Council advocates on behalf of people age 60 and older, does the planning, and develops services. OCPC serves the same communities as does the Old Colony Elder Services, an Aging Services Access Point (above) and provides the following services: minority elder outreach/supportive services, transportation, legal services, emergency assistance, congregate and home-delivered meals, personal care services, and services for disabled elders.

### **South Shore Elder Services, Inc. (SSES)**

1-800-922-2275 (Toll-free Elder Abuse Hotline open nights and weekends; otherwise, call main line)

(781) 848-3910 (Main line for information and referral)

(781) 356-1992 (TDD line for information and referral)

1515 Washington St.

Braintree, MA 02184

<http://www.sselder.org>

South Shore Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves people age 60 and older and people with disabilities in the following communities: Braintree, Cohasset, Hingham, Holbrook, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth. SSES strives to promote and maintain an optimal level of elder independence through the coordination of resources and advocacy; it also aims to promote personal choice and self-determination based on the elder's culture and lifestyle. To carry out its mission of maintaining an elder's independent and well-being, SSES offers resources that include home-delivered meals, personal care, the Friendly Visitor Program that helps to alleviate loneliness, health insurance counseling, and money management.

### **Veterans Transition House (VTH)**

(508) 992-5313 (Main office line for information; speak with a staff member)

20 Willis St.

New Bedford, MA 02740

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

Veterans Transition House provides homeless and at-risk veterans in the Massachusetts South Coast area with shelter and services that have a special focus on healing from substance abuse and learning new life skills. The VTH offers the following Veterans Assistance programs: relapse prevention through the development of positive coping skills to resist a return to substance use; alcohol/drug education to offer clients information and an opportunity to participate in discussion groups about the effects of alcohol and drugs on the individual, including common medical problems associated with substance abuse; education around mental health and treatment for common mental health issues; exercise and education about the role of exercise and nutrition in physical health; vocational training, including basic computer skills training, referrals, and employer resources in the South Coast area; and transportation to a medical appointment at the VA.



## **SOCIAL SERVICES: WESTERN MASSACHUSETTS**

### **After Incarceration Support Systems Program (AISS)**

(413) 781-2050 x8328 (AISS Program information line)

WW Johnson Life Center

736 State St.

Springfield, MA 01109

[www.hcsdmass.org/aiss.htm](http://www.hcsdmass.org/aiss.htm)

The After Incarceration Support Systems Program provides a range of services to help ex-offenders make the transition from incarceration back to the community. The AISS Program, funded through the Hampden County Sheriff's office, includes pre-release planning as well as services for ex-offenders living in the community. AISS assigns a counselor to each ex-offender who requests assistance. The counselor does an intake evaluation, assists with crisis intervention, provides counseling services, and makes referrals. AISS also has employment, housing, and education specialists available.

### **Berkshire Community Action Council, Inc. (BCAC)**

1-866-216-6200 (Toll-free line)

(413) 445-4503 (Pittsfield office line for information)

(413) 663-3014 (North County office line in North Adams)

1531 East St. (Main office location)

Pittsfield, MA 01201

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

Berkshire Community Action Council is the anti-poverty Community Action Agency for Berkshire County. BCAC helps the low-income, elderly, and working poor of Berkshire County to achieve self-sufficiency and sustainability. To minimize the impact of poverty on people's lives, BCAC offers the following services: energy conservation services to reduce heating costs, transportation for individuals with disabilities, emergency repairs/replacements, fuel assistance through the federally funded Low Income Home Energy Assistance Program, and Project RECONNECT, which seeks to empower disadvantaged individuals through workforce development programming, advancing educational progress, and encouraging community engagement.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Western Massachusetts region. Either of those listed can direct the user to other COAs in the region.

#### **Pittsfield Council on Aging**

(413) 499-9346 (Office line for information)

330 North St.

Pittsfield, MA 01201

#### **Amherst Council on Aging**

(413) 259-3114 (Office line for information)

70 Boltwood Walk

Amherst, MA 01002

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation,

computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

**Elder Services of Berkshire County, Inc. (ESBC)**

1-800-544-5242 (Toll-free line for information)

(413) 499-0524 (Information and referral line; line for intake)

877 South St., Suite 4E

Pittsfield, MA 01201

<http://www.esbci.org>

Elder Services of Berkshire County, Inc. provides home care services to people who are 60 and older and those who are under 60 and Medicaid eligible for special programs. Please note that some programs have income guidelines. ESBC serves elders in all cities and towns in Berkshire County and strives to enable elders to maintain their dignity and independence by providing a large variety of services and programs. These services and programs include in-home care, transportation, trainings and education programs, nursing home screenings, monthly Berkshire Senior Newspaper, monthly Berkshire Senior TV program, Farmers Market coupons during the summer, protective services, adaptive equipment, adult day health, adult foster care, behavioral health services, case management, congregate meals, employment assistance, goods and services, home-delivered meals, money management, nutrition counseling, volunteer shopper, and coordination of care.

**Faith Unlimited Institute, Inc.**

(413) 779-2991 (Office line)

736 State Street

Springfield, MA 01109

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

Faith Unlimited Institute is a faith-based organization that provides support services, including job readiness coaching, leadership training, and job search for ex-offenders in Hampden County. The goals of the Institute include reducing recidivism and enabling ex-offenders to become self-sufficient.

**Family Life Support Center, Inc. (FLSC)**

(413) 743-7957 (Main office line)

(413) 743-7957 x10 or x12 (Housing Coordinator's line)

395 Old Columbia St. (Business address)

P.O. Box 54 (Mailing address)

Adams, MA 01220

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

Family Life Support Center strives to reduce homelessness and its causes in Northern Berkshire County by providing transitional and permanent housing solutions for the homeless. FLSC's Louison House is a transitional housing shelter that admits clients who meet the federal standard for being considered homeless and have documentation such as an eviction letter. Supportive services for these clients include case management, budget/financial counseling, education/career planning, job/housing

search assistance, and life-skills training. The Representative-Payee Program is designed to help Social Security recipients who are required to have an individual or organizational payee manage their finances. The Supportive Services Only Program provides supportive services to clients who have exited FLSC's housing programs or are at-risk of becoming homeless.

### **Franklin County Home Care Corporation (FCHCC)**

1-800-922-2275 (Toll-free 24/7 Hotline to report elder abuse or neglect)  
 1-800-732-4636 (Toll-free Information and Caregiver Resource Center, or ICRC)  
 (413) 773-5555 (Line for Information and Caregiver Resource Center, or ICRC)  
 (978) 544-2259 (ICRC line)  
 (413) 772-6566 (TTD line for ICRC)  
 330 Montague City Rd.  
 Turners Falls, MA 01376  
<http://www.fchcc.org>

The Franklin County Home Care Corporation is an Aging Services Access Point and an Area Agency on Aging, which serves the towns of Franklin County. FCHCC is committed to serving a diverse population, preventing or postponing the need for institutional care among elderly and disabled people, and advocating for their needs. FCHCC offers the following on-line resources: a home-repair guide and "The Good Life: News for Elders, Caregivers, and Persons with Disabilities", "The Silverline: A Directory of Resources for Elders, Caregivers, and Persons with Disabilities (for hard copy, call one of the ICRC lines listed above), and menus for Meals on Wheels and Dining Centers.

### **Greater Springfield Senior Services, Inc. (GSSSI)**

(413) 781-8800 (Main line for information and referral)  
 (413) 272-0399 (TDD/TTY line for information and referral)  
 66 Industry Ave., Suite 9  
 Springfield, MA 01104  
<http://www.gsssi.org>

Greater Springfield Senior Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the communities of Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, and Wilbraham. GSSSI's mission is to keep people who are age 60 and older and people who have disabilities at home safely and independently by providing assistance and access to a comprehensive range of services, which include case management, home care, home-delivered meals, senior community dining, money management, congregate housing, and adult day care.

### **Highland Valley Elder Services**

1-800-322 0551 (Toll-free line for information)  
 (413) 586-2000 (Main line for information)  
 320 Riverside Dr., Suite B  
 Florence, MA 01062  
<http://www.highlandvalley.org>

Highland Valley Elder Services is a state-designated Aging Services Access Point and a federally designated Area Agency on Aging that serves people age 60 and older and individuals with disabilities. Highland Valley strives to serve older adults through collaboration, education, advocacy, and a range

of programs designed to support them safely where they live. Programs include money management, home-delivered meals, Community Dining Centers, employment services, protective services, and daily living assistance with personal care, meals, and laundry. Highland Valley serves the following areas: Amherst, Blandford, Chester, Chesterfield, Cummington, Easthampton, Goshen, Granville, Hadley, Hatfield, Huntington, Middlefield, Montgomery, Northampton, Pelham, Plainfield, Russell, Southampton, Southwick, Tolland, Westfield, Westhampton, Williamsburg, and Worthington.

**Puerto Rican Veterans' Association of Massachusetts, Inc.**

DBA Springfield Bilingual Veteran Outreach Center

(413) 731-0194 (Main office line)

281 Franklin St.

Springfield, MA 01107

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

The Cpl. Zayas Bilingual Veterans Outreach Center is committed to serving the basic needs of veterans. The Outreach Center can provide assistance in applying for veterans benefits. The Center also can provide clothing; make referrals for housing, employment, and MassHealth; provide legal assistance; and obtain counseling services for veterans and their families, including drug and alcohol counseling.

**ServiceNet, Inc.**

(413) 585-1300 (Office line for information)

129 King St.

Northampton, MA 01060

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

ServiceNet provides clinical, residential, rehabilitative, recovery, and support services for adults. Programs include outpatient behavioral health services, which provide counseling and psychiatry; home health care; and rehabilitative and residential programs for adults with substance abuse, mental health, and cognitive issues. The Developmental and Brain Injury Division of ServiceNet provides a continuum of community residential and support programs, including shared living arrangements and supported apartments. This division also offers a vocational day program, a brain injury social recreation program, and a landscaping business for those who are prepared for a competitive work experience. For individuals who are in the early stages of substance abuse recovery, ServiceNet offers transitional residences that provide a lightly structured, drug-free environment, which is maintained through 24-hour staffing and case management services. For people with mental health and cognitive challenges, ServiceNet's Wellness Coalition seeks to improve their health by equalizing access to quality health care through reducing stigma associated with these challenges.

**Soldiers' Home in Holyoke**

(413) 532-9475 (Main line for information; dial x1120 for pastoral care services)

(413) 536-1222 (Line for outpatient services)

110 Cherry St.

Holyoke, MA 01040

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

The Soldiers' Home in Holyoke provides personal health care services, both residential care and outpatient services, to Massachusetts veterans of all wars. Licensed social workers are involved in the admissions process and the provision of social work services to veterans in both domiciliary and

longterm care. In addition, the Soldiers Home provides pharmacy services, dental services, physical therapy, and nutritional consultations. Pastoral care services are offered to meet the spiritual needs of the veterans, and recreational activities designed to meet the veterans' physical, social, and emotional needs are offered as well. These activities include physical group exercise, arts and crafts, current events, coffee hour, group outings, bingo and other games, and celebration of all holidays.

### **Soldier On**

1-866-406-8449 (Toll-free line for information about Leeds Soldier On)

(413) 236-5644 (Office line in Pittsfield)

(413) 582-3059 (Office line in Leeds)

(413) 584-4040 x2288 (Soldier On line at the Northampton VA Medical Center; house for women vets)

360 W. Housatonic St.

Pittsfield, MA 01201

Northampton VA Medical Center

421 N. Main St., Building 6

Leeds, MA 01053

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

Soldier On in Pittsfield provides veterans with emergency and transitional housing as well as support services. These services include case management, mental health counseling, substance abuse treatment, employment and educational assistance, and transportation to and from appointments. The Pittsfield facility also has permanent housing units with support services. Soldier On has a house on the Northampton VA Medical Center campus that is especially for women veterans (see phone # above). The program there provides resident women vets with medical services as well as treatment for recovery from drug and alcohol addictions.

### **Springfield Vet Center**

(413) 737-5167

1985 Main St., Northgate Plaza

Springfield, MA 01103

(no website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

### **Tapestry Health**

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

(413) 586-2016 (Office line for information)

296 Nonotuck St.

Florence, MA 01062

<http://www.tapestryhealth.org>

Tapestry Health provides services to recent immigrants, uninsured and under-insured persons,

injection drug users, the homeless, and men and women with HIV/AIDS, regardless of their ability to pay. Tapestry Health has sites in Hampden, Hampshire, Franklin, and Berkshire Counties, and its professional team includes clinicians, counselors, case managers, outreach workers, community health educators, and nutritionists. Among the services that Tapestry offers are needle exchange programs, efforts to halt the spread of HIV and other sexually transmitted infection, and nutrition education.

**Turner House Living Center for Veterans, Inc.**

(413) 458-8234 (Office line for information)

825 Simonds Rod.

Williamstown, MA 01267

[www.learning-in-action.williams.edu/files/TurnerHouseInfo.pdf](http://www.learning-in-action.williams.edu/files/TurnerHouseInfo.pdf)

The Turner Housing Living Center For Veterans, Inc. provides transitional housing for homeless veterans who generally come from shelters, detoxification and rehabilitation centers, hospitals, and VA facilities. The program's purpose is to provide veterans with shelter, food, and other necessities and to assist them to work toward dealing with and overcoming the issues and problems that have caused their homelessness. Each resident is assigned a case manager who helps the veteran draw up a list of personal goals whose achievement will lead, eventually, to self-sufficiency. This case manager counsels, coaches, and makes contacts with outside agencies such as the VA, substance abuse and mental health agencies, doctors, training and employment services, and other social service organizations in the community that are needed to assist the veteran. In-house therapeutic recovery groups are held to help residents acquire new skills for living healthy sober lives. As a resident becomes ready for independent living, his or her case manager assists the resident in getting a housing subsidy and an appropriate apartment. The case manager also makes sure that the resident has the resources necessary to furnish the apartment and has a strong aftercare program in place, usually within the community. Residents also are encouraged to come back to the Turner Housing Living Center to visit and to attend special events.

**WestMass Elder Care, Inc. (WMEC)**

1-800-462-2301 (Toll-free Hotline for answers to elders' questions)

(413) 538-9020 (Main line for information and referral)

4 Valley Hill Rd.

Holyoke, MA 01040

<http://www.wmelder-care.org>

WestMass Elder Care, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the communities of Belchertown, Chicopee, Granby, Holyoke, Ludlow, South Hadley, and Ware. WMEC strives to preserve the dignity, independence, and quality of life of people age 60 and older and disabled persons who want to remain within their own community. To meet these goals, WMEC offers services and resources that include, but are not limited to, the following: options counseling (free, short-term planning service), home care (services to allow frail elders to remain in their own homes), money management, and food and nutrition services with opportunities to socialize.

**EDUCATION: CENTRAL MASSACHUSETTS****AIDS Project Worcester, Inc. (APW)**

(508) 755-3773 (Office line for information)

85 Green St.

Worcester, MA 01604

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

AIDS Project Worcester provides a range of services to support the medical care and other needs of persons living with HIV/AIDS and those at greatest risk for the disease throughout the Central MA region. Services are offered in English, Spanish, and ASL and are available in a person's home, in the hospital, in detox/substance abuse treatment programs, and in shelters. There are two integrated areas of service provision: Client Services and Prevention Services. Client Services include positive prevention services, case management, housing assistance, transportation, emergency assistance, nutritional services, legal assistance (civil), peer support services, mental health, and substance abuse counseling. Prevention Services include HIV counseling/testing, support groups, HIV and STI prevention information, medical adherence programs, outreach services, harm and risk reduction services, education, and emotional support services. The Women of Multiple Ethnicities Network (W.O.M.E.N.) Health Project provides the following services and supports: information about sexual violence and risk of HIV infection, encouragement to be tested for HIV, weekly support groups, individual screening, referrals, and prevention planning counseling.

**BayPath Elder Services**

1-800-287-7284 (Toll-free line for information)

(508) 573-7200 (Office line for information)

33 Boston Post Road West

Marlborough, MA 01752

<http://www.baypath.org>

BayPath Elder Services is an Aging Services Access Point and an Area Agency on Aging. BayPath serves the areas of Ashland, Dover, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Natick, Northborough, Sherborn, Southborough, Sudbury, Wayland, and Westborough. BayPath offers a variety of services, including abuse and protection services, adult day health, adult foster care, behavioral health services, computer training, congregate meals, chronic disease self-management programs, grocery shopping and delivery, home delivered meals, health education, money management, nutrition counseling and nutritional assessment, fitness, home repair, recreation, referral for specialized housing, and transportation.

**Central Massachusetts Agency on Aging, Inc.**

1-800-244-3032 (Toll-free V/TDD line for information)

(508) 852-5539 (V/TDD line for information and referral)

360 West Boylston St.

West Boylston, MA 01583

<http://SeniorConnection.org>

The Central Massachusetts Agency on Aging, Inc. is an Area Agency on Aging that provides service to the communities of Ashburnham, Ashby, Auburn, Ayer, Barre, Bellingham, Berlin, Blackstone, Bolton, Boylston, Brookfield, Charlton, Clinton, Douglas, Dudley, East Brookfield, Fitchburg, Franklin, Gardner,



Grafton, Groton, Hardwick, Holden, Hopedale, Hubbardston, Lancaster, Leominster, Lunenburg, Medway, Mendon, Milford, Millbury, Millville, New Braintree, North Brookfield, Northbridge, Oakham, Oxford, Paxton, Pepperell, Princeton, Rutland, Shirley, Shrewsbury, Southbridge, Spencer, Sterling, Sturbridge, Sutton, Templeton, Townsend, Upton, Uxbridge, Warren, Webster, West Boylston, West Brookfield, Westborough, Westminster, Winchendon, and Worcester. The Agency on Aging strives to enhance the quality of life for people age 60 and older by providing resources, coordination of services, and advocacy. It offers its clients a lending library, options counseling, on-line articles of medical interest such as the use of exercise to manage stress and ways to manage the pain of a chronic disease, and the LGBT Elder Network, or WLEN in Worcester. The WLEN is a network of LGBT individuals and their friends and allies, as well as providers and administrators of aging services and long-term care professionals. Regular events include a monthly social for LGBT people age 50+ and the Rainbow Lunch Club for people age 60 and older.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Central region. Either of those listed can direct the user to other COAs in the region.

#### **Framingham Council on Aging**

(508) 532-5980 (Office line for information)  
535 Union Ave.  
Framingham, MA 01702

#### **Worcester HHS/Division of Elder Affairs**

(508) 799-1232 (Office line for information)  
128 Providence St.  
Worcester, MA 01604

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

### **Dismas House**

(508) 799-9389 (Office line)  
(508) 882-0000 (Dismas Family Farm line)  
P.O. Box 30125 (Mailing address)  
30 Richards St.  
Worcester, MA 01603

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

Dismas House provides transitional housing and services to former prisoners who live and work as a family, helping each other make progress towards the goal of reintegration into society. The following rules help to make reconciliation a reality at Dismas: no violence, drugs, or alcohol; attendance at dinners; and participation in chores, house meetings, and other Dismas-related activities. The Dismas

Family Farm is a rehabilitative and vocational reentry model on a working farm in Oakham, MA. This farm is self-supporting and produces crops, animals, and finished wood products. The Farm's residents are former prisoners who maintain the farmhouse and receive training in crop production, animal husbandry, production of finished farm goods, and marketing strategies. In return, residents are expected to work for the farm or to be employed full-time. For graduates of Dismas House, a permanent housing program offers affordable apartments at the Father Brooks House.

### **Elder Services of Worcester Area, Inc. (ESWA)**

1-800-243-5111 (Toll-free line for information)

(508) 756-1545 (Main line for information and referrals)

(508) 852-3205 (Line for information Protective Services and Nutrition Program)

(774) 312-7291 (TTY line)

67 Millbrook St., Suite 100

Worcester, MA 01606

<http://www.eswa.org>

Elder Services of Worcester Area, Inc. is an Aging Services Access Point for elders over age 60 and younger disabled individuals who are frail. ESWA serves the following areas: Auburn, Barre, Boylston, Grafton, Hardwick, Holden, Leicester, Millbury, New Braintree, Oakham, Paxton, Rutland, Shrewsbury, West Boylston, and Worcester. ESWA strives to provide frail elders with services in the home that will enable them to live independently, thereby preventing the need for institutional care. ESWA services include, but are not limited to, home-delivered meals, senior companions, financial services, social day care, home health, adaptive housing, group adult foster care, chronic disease self-management, emergency assistance, educational programs, email contact, and homemaker services.

### **South Middlesex Opportunity Council (SMOC)**

(508) 620-2300 (SMOC administrative office line)

(508) 872-4853 (SMOC TTY line)

(508) 460-9699 (Line for Marlborough Resource Center)

(508) 757-8331 (Line for Greater Worcester Housing Connection)

(508) 788-3663 (Line for MetroWest Harvest for donated and prepared food)

(508) 620-1230 (Energy and Financial Assistance line; toll-free # 1-800-286-6776)

(508) 626-8686 (Emergency Hotline in case of domestic or sexual violence; toll-free # 1-800-593-1125)

7 Bishop St., 2<sup>nd</sup> Floor

Framingham, MA 01702

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

The South Middlesex Opportunity Council is an umbrella organization that strives to improve the quality of life of low-income and disadvantaged individuals by advocating for their needs and rights, providing services, and building a community of support. As a multi-service agency, SMOC offers four main areas of programming: nutrition, employment and education, behavioral health services, and comprehensive housing services that include meeting the housing needs of homeless and formerly homeless individuals in the greater Worcester region.

**Tri-Valley, Inc.**

1-800-286-6640 (Toll-free line for information)  
(508) 949-6640 (Main line for information and referral)  
10 Mill St.  
Dudley, MA 01571

<http://www.trivalleyinc.org>

The mission of Tri-Valley, Inc. is to help seniors age 60 and older and people with disabilities to live independently with dignity in their own homes or in a setting of their choice in the following communities: Bellingham, Blackstone, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Hopedale, Medway, Mendon, Milford, Millville, North Brookfield, Northbridge, Oxford, Southbridge, Spencer, Sturbridge, Sutton, Upton, Uxbridge, Warren, Webster, and West Brookfield. In order to promote an optimal level of independence, dignity, and well-being, Tri-Valley provides information, advocacy, and access to services and resources as well as caregiver support. Services include, but are not limited to, help in balancing a checkbook and setting up a budget, crisis intervention, protective services, home care, emergency food assistance, home-delivered meals, adult day care, volunteering opportunities, and programs for healthy aging such as 'A Matter of Balance', 'Healthy Eating for Successful Living in Older Adults', and chronic disease self-management.

**Veterans Inc.**

1-800-482-2565 (Toll-free line for any veteran in need)  
69 Grove St.  
Worcester, MA 01605

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

Veterans, Inc. strives to provide for the needs of all veterans, regardless of gender, the time during which the veteran served, physical or mental disability, or addiction to substances. Veterans, Inc. provides for a veteran's needs within a culture that affirms the individual's dignity and promotes self-determination and independence. A veteran may apply for services by going to the Veterans Inc. website and clicking on the words "Apply for Services" on the home page. This will take him or her to a two-page application form that may be faxed to the Grove Street office.

**Veterans Inc. Housing and Outreach Center**

(508) 791-3286 (Main line for information)  
6 Sheridan St.  
Worcester, MA 01610

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

The goal of Veterans Inc. Housing and Outreach Center is to end chronic homelessness among veterans of all wars. Reaching this goal requires a holistic approach that addresses the 'total victim' and his or her needs. For this reason, housing must come with a full range of support services, including meals, an employment and training program, legal and medical advice, and special services related to PTSD, substance abuse, or other challenges faced by veterans. Intensive case management and counseling are provided to help veterans re-gain control of their lives.

**Worcester LGBT Elder Network (WLEN)**

(508) 756-1545 (Main line for Elder Services; ask for extension 339)

1-800-243-5111 (Toll-free line)

Elder Services of Worcester Area (ESWA)

67 Millbrook St., Suite 100

Worcester, MA 01606

<http://www.seniorconnection.org/wlen.htm>

The Worcester LGBT Elder Network is a community of LGBT individuals and their friends and allies as well as providers and administrators of aging services and long-term care professionals. WLEN works collaboratively to promote access to education, support, resources, and social opportunities for LGBT individuals. WLEN sponsors regular programs to inform elders and their caregivers about new developments in the field of aging as well as provide connections to services that can help individuals regain or maintain their independence. Periodically, WLEN sponsors social events for LGBT people over age 50. Twice a month the Rainbow Lunch Club offers LGBT seniors over age 60 a nutritious meal and an opportunity to socialize with friends and take part in various activities. The cost is \$2.50 and the meeting place is the Unitarian Universalist Church at 90 Holden Street in Worcester.

**Worcester Vet Center**

(508) 753-7902 (Main line for information)

691 Grafton St.

Worcester, MA 01604

(no website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

## **EDUCATION: GREATER BOSTON**

### **Boston Alcohol and Substance Abuse Programs, Inc. (Boston ASAP)**

(617) 482-5292 (Line for scheduling an intake with a clinician)

29 Winter St.

Boston, MA 02108

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

Boston Alcohol and Substance Abuse Programs, Inc. is an outpatient alcohol and drug treatment clinic. Licensed by the Massachusetts DPH, Boston ASAP also offers substance abuse and gambling addiction classes and counseling. A multidisciplinary treatment team delivers services in English, Spanish, and Vietnamese as well as interpretive services for most other languages, including sign language. Licensed therapists in the new Mental Health Clinic use both traditional and creative therapeutic techniques to bring about desired behavioral change. Therapists also help clients develop practical tools for maintaining resiliency and improving coping skills. While there are fees for services, Boston ASAP accepts the following insurances: MassHealth, Tufts Health Plan, and Neighborhood Health Plan.

### **Boston Reentry Initiative (BRI)**

(617) 704-6502 (Office line for BRI)

House of Correction

20 Bradston St.

Boston, MA 02118

<http://www.scsdma.org/programs/reentry/BRI.shtml>

The Boston Reentry Initiative is a partnership among the Suffolk County Sheriff's Department, the Boston Police Department, the U.S. Attorney's office, and the District Attorney's Office. During the first few months of incarceration, a panel representing the U.S. Attorney's Office, the DA's office, parole, probation, community agencies, and faith-based organizations meets with offenders and discusses issues that can determine whether an inmate can transition successfully back into the community. Before release, the BRI creates a formal inter-agency support system for inmates that emphasizes mentoring, treating addiction, information sharing, and employment opportunities.

### **Boston Rescue Mission**

(617) 338-9000 (Main phone line)

39 Kingston St.

Boston, MA 02111

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

The Boston Rescue Mission offers overnight shelter as well as residential recovery programs. The Mission aims to prevent homelessness through its meal programs, outpatient counseling, and day treatment programming. The Mission's Rebuilding Homes program helps to rebuild and repair houses and single units for low income, elderly, and disabled people. The Safe Haven program targets chronically homeless veterans who have had difficulty with traditional housing programs. Safe Haven is a 10-bed short-term transitional housing program for vets with current substance abuse and mental health issues. The Women's Parole Re-Entry Program is a transitional residential program initiated by the Mission in response to the lack of prison re-entry services for women. This highly structured program offers intensive case management and a continuum of care approach for women who have recently left the prison system and are at high risk for homelessness.

### **Boston Senior Home Care**

(617) 451-6400 (Office line for information)

(617) 451-6404 (TDD line for information)

(617) 292-6211 (Boston ElderINFO line to start intake procedure for services)

(617) 695-0437 (TTY Boston ElderINFO line to start intake procedure for services)

89 South St.

Boston, MA 02111

<http://bshcinfo.org>

Boston Senior Home Care is an Aging Services Access Point that serves people who are age 60 and older and people who have a disability. The agency serves the following areas: Beacon Hill, Boston, Charlestown, Dorchester, East Boston, the North End, South Boston, South Cove, and the West End. The services offered by Boston Senior Home Care include case management, protective services around elder abuse, money management, medical screenings for MassHealth, referral, adaptive equipment, adult day health, adult foster care, Alzheimer's/dementia coaching, behavioral health services, food/nutrition services, outreach, transportation, care coordination and caregiver services, meals, and transportation.

### **Boston Vet Center**

(617) 424-0665 (Main line for information)

665 Beacon St., Suite 100

Boston, MA 02215

(no website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

### **Bridgewell**

(781) 593-1088 (Information line in Lynnfield office)

(339) 883-1700 (Line for Employment Support program at Boston Street Center)

(978) 459-0389 (Line for Lowell Adult Day Treatment and Bridgewell Counseling Services)

(978) 750-6828 (Line for START Clinical Support Services and the Sovner Center in Danvers)

471 Broadway

Lynnfield, MA 01940

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

Bridgewell is a community-based agency that provides residential and clinical support services for individuals with disabilities. Bridgewell staff strive to integrate residents into the community by helping them find work and involving them in local recreational activities. Bridgewell's Employment Support program at the Boston Street Center (BSC) provides job development, placement, and job coaching services to adults with developmental disabilities. Participants at the BSC may have other disabilities such as visual and/or hearing impairments, physical limitations, and medical or behavioral

challenges. Bridgewell provides case management and housing for chronically homeless individuals with a mental illness. Bridgewell's representative payee services help transition the homeless to permanent housing and teach money management skills needed to maintain their housing. Partnering with local farms, Bridgewell provides nutritious meals to its residents and to homeless individuals. In addition, Bridgewell administers housing vouchers for very low income individuals with a disability and offers day habilitation services to adults with mild to severe physical and developmental disabilities, including memory impairment, psychiatric disorders that have not responded to other treatment, and Alzheimer's disease. The Lowell Adult Day Treatment (LADT) provides five-day/week intensive treatment for adults with persistent mental illness, and the Bridgewell Counseling Services (BCS) provides behavioral health treatment and continuity of care to individuals with psychiatric and developmental disabilities. The Sovner Center is an outpatient mental health clinic that provides psychiatric assessment, medication management, and psychotherapy to adults with a dual diagnosis.

### **Cafe Emmanuel**

(617) 477-6610 (Reservation line for weekly luncheon)

Emmanuel Church

15 Newbury St.

Boston, MA 02116

[www.lgbtagingproject.org/Cafe.html](http://www.lgbtagingproject.org/Cafe.html)

Cafe Emmanuel is a weekly luncheon for LGBT seniors and their friends from 11 a.m. to 1 p.m. The Cafe has an entertainment program that follows each weekly meal: recitals from the New England Conservatory and the Boston Conservatory as well as a wide variety of guest speakers.

### **Cambridge Multi-Service Center (MSC)**

(617) 349-6340 (Office line for appointments and information)

(617) 349-6330 (TDD line)

362 Green St.

Cambridge, MA 02139

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

The Cambridge Multi-Service Center addresses the needs of homeless individuals and those at-risk of homelessness. To this end, MSC provides direct services, planning, and coordination of efforts for persons who are living on the street, in emergency shelters, or at risk of losing their housing. Staff at MSC work to prevent evictions and resolve landlord-tenant problems through case management, advocacy, and budget counseling. MSC offers a transitional living program for homeless men, and it assists clients in applying for public benefits and accessing legal services and mental health and substance abuse services. The Cambridge Haitian Services offers case management, information and referrals, Haitian Creole interpretation, and immigration and citizenship assistance to Haitian clients.

### **Cambridge YMCA**

(617) 661-9622 (Main line)

(617) 876-4626 (Line for Central House of Caritas Communities)

(617) 661-9622 x703 (Information line for active older adult fitness)

820 Massachusetts Ave.

Cambridge, MA 02139

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



The Cambridge YMCA offers two programs that are appropriate for older adults: Central House, an affordable housing program for working individuals, and fitness classes for active older adults. Central House is an all-men's substance-free residence located in the Cambridge YMCA building and consists of Single Room Occupancy (SRO) housing. Residents are typically employed in service-related jobs, earning at or near the minimum wage. Some residents have been homeless; many have avoided living in a shelter or on the street by moving to SRO housing. Two fitness classes that specifically but not exclusively serve older adults are 'Gentle Sculpt, Gentle Yoga' and 'Aqua Aerobics'.

**Cascap, Inc.**

(617) 492-5559 (Office line for information)

231 Somerville Ave. (Office address)

P.O. Box 138 (Mailing address)

Somerville, MA 02143

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

Cascap, Inc. aims to improve the quality of life for members of the community who are disadvantaged by poverty, disability, or age. Staff work to establish a foundation for a meaningful life by providing services such as affordable housing, functional supports, and adaptive living skills. Clinical services are recovery-focused and rehabilitative.

**CASPAR, Inc.**

(617) 623-5277 (Main office line and Men's Residence on Highland Ave., Somerville)

(617) 666-9947 (Drop-In Center line)

(617) 661-6020 (Womansplace line)

(617) 776-6036 (Men's Residence on Summit Ave., Somerville)

(617) 592-6895 or (617) 592-6896 (Contact lines for FirstStep team member)

16 Highland Ave.

Somerville, MA 02143

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

CASPAR offers community-based services for individuals with substance abuse disorders. Services include residential recovery programs and the Emergency Services Center and Shelter (ESC), which provides emergency shelter, medical treatment, nutritious meals, and counseling to people who are actively using drugs and alcohol. Womansplace, a CASPAR residential recovery program, helps women maintain sobriety while developing interpersonal skills and job interview strategies. Men's Residences, a six-month program for newly sober men, provides counseling, education, and tools for achieving long-term sobriety and preventing relapses. FirstStep is CASPAR's frontline program for unsheltered adults who are affected by substance abuse, mental illness, and medical complications associated with life on the streets. In order to connect people with the services they need, FirstStep staff engage homeless people where they are and build trusting relationships as a first step toward recovery. Once they enter the ESC, these individuals can receive CASPAR's continuum of substance abuse services.

**Central Boston Elder Services, Inc.**

(617) 292-6211 (Office line for information)

(617) 695-0437 (TTY line for information)

2315 Washington St.

Boston, MA 02119

<http://www.centralboston.org>

Central Boston Elder Services is an Aging Services Access Point that provides direct services to people who are age 60 and older and people who have a disability in Allston, Brighton, Dorchester, Jamaica Plain, Kenmore, and Roxbury. Services include case management, referral, protective services, money management, medical screenings for MassHealth, options counseling, home-delivered and congregate meals, transportation, homemaking/chore services, advocacy, adult day care, and adult foster care.

**Chelsea-Revere-Winthrop Home Care Center, Inc.**

(617) 884-2500 (Main line for information)

100 Everett Ave., Unit #10

P.O. Box 362

Chelsea, MA 02150

<http://www.crwelderservices.org>

Chelsea-Revere-Winthrop Home Care Center, Inc. is an Aging Service Access Point and an Area Agency on Aging for people who are age 60 and older and people who have a disability. The Home Care Center provides direct services that include case management, protective services after elder abuse, home-delivered meals, medical screenings for Mass-health, money management, homemaking/chore services, adult day health, social day care, personal care, transportation, and congregate meals and the Healthy Eating education program, outreach, counseling, group adult foster care, support groups, behavioral health care, and nursing home ombudsman.

**City of Boston, Commission On Affairs of the Elderly**

(617) 635-4366 (Main line for information and referral)

(617) 635-4399 (TDD line for information and referral)

One City Hall Plaza, Room 271

Boston, MA 02201

<http://www.cityofboston.gov/elderly/>

The Commission On Affairs of the Elderly strives to enhance the quality of life for Boston's senior citizens, age 60 and older, through planning, coordinating, and monitoring the delivery of services. As an Area Agency on Aging and Council on Aging, the Commission promotes the active involvement of seniors in the life and health of their neighborhoods. The Commission is also a partner agency in the Suffolk County Aging and Disability Resource Consortium (ADRC). The goal of the ADRC is to enhance collaborations between elder and disability service organizations, ensuring there is always a way for seniors and people with disabilities to obtain the services and assistance they need. The Commission offers seniors several on-going activities and resources in and around Boston. For example, the Mayor of Boston sponsors the Health and Fitness Walk as well as the Alzheimer's Initiative, which connects people with resources and information about the disease. The Boston Seniority Magazine is a free publication that covers news topics, events, feature stories, volunteer and work opportunities, and other issues of interest to older Bostonians.

**Common Ground Institute (CGI)**

(617) 704-6672 (Office line for information)

Nashua Street Jail

200 Nashua St.

Boston, MA 02114

<http://www.scsdma.org/commAffairs/CGI.shtml>

The Common Ground Institute is a 10-week instructional program divided into two 5-week modules. Each module is designed to strengthen employment skills through vocational education, with the aim of making ex-offenders more employable and reducing recidivism. During the first module, CGI students spend their afternoons in the classroom, where they learn carpentry, custodial maintenance, painting, and landscaping. Participants also complete a 10-hour course for general industrial safety and health standards in order to become OSHA (Occupational Safety and Health Administration) certified. During the second module, students apply their knowledge of the various skills they have learned in the classroom by working through the Community Works Program (CWP) as a means of community restitution. To realize the aim of reducing recidivism, the Sheriff's Department has partnered with the cities of Boston and Revere and the Commonwealth of Massachusetts.

### **Community Resources for Justice (CRJ)**

(617) 482-2520 (Office line)

355 Boylston St. (Office building)

Boston, MA 02116

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

Community Resources for Justice supports individuals transitioning out of the justice system back to their communities and people with developmental disabilities who require intensive support to be part of the community. CRJ supports these citizens through two programs: Social Justice Services and Community Strategies. Social Justice Services provides case management and pre-release and re-entry housing for individuals involved with the various criminal justice systems. Community Strategies offers developmentally and intellectually disabled people a residence in small group home settings. The programs designed for this population include individual and group therapy that is geared to fostering independence and improving living skills and pro-social behavior. These clinical supports are augmented with job development, on-the-job coaching, and educational opportunities.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only a few of the COAs in the Central region. Any of those listed can direct the user to other COAs in the region.

#### **Boston Commission on Affairs of the Elderly**

(617) 635-4375 (Office line)

City Hall, room 271

Boston, MA 02201

#### **Cambridge Council on Aging**

(617) 349-6216 (Office line)

806 Massachusetts Ave.

Cambridge, MA 02139

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs

or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

### **Ethos**

(617) 292-6211 (Main line for information/intake/referral)

(617) 695-0437 (TTY line for information)

555 Amory St.

Jamaica Plain, MA 02130

<http://www.ethocare.org>

Ethos is an Aging Service Access Points serving Boston, which includes Hyde Park, Jamaica Plain, Mattapan, Roslindale, and West Roxbury. Ethos provides the following direct services: case management, information and referral, nutrition services, money management, and protective services in the case of elder abuse. Other services include, but are not limited to, adult foster care, health screening, home-delivered meals, congregate meals, translation/interpreting, chronic disease self-management, transportation, educational programs (Healthy Eating, Tai Chi, Healthy Ideas, depression management with PEARLS program), grocery shopping/delivery, and home repair.

### **Greater Lynn Senior Services, Inc. (GLSS)**

1-800-594-5164 (Toll-free line for assistance and information)

(781) 599-0110 (Main line for information)

(781) 477-9632 (TDD line)

8 Silsbee St.

Lynn, MA 01901

<http://www.glss.net>

Greater Lynn Senior Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves people who are age 60 and older and adults with a disability in Lynn, Lynnfield, Nahant, Saugus, and Swampscott. GLSS provides a wide range of services, including information, transportation, meals, advocacy, home care, and housing. These services help people live fuller, more independent lives in safety and dignity. Home care includes the following services: homemaking, personal care, heavy chores, grocery shopping, and adult day health programs. Downloadable program brochures in English, Spanish, Russian, and Khmer provide an awareness of what is available through GLSS and offer a way to sign up for various workshops at Senior Centers in the area.

### **Heading Home, Inc.**

(617) 864-8140 (Main line for information)

The Schrafft Center (Administrative office)

529 Main St., Suite 100

Charlestown, MA 02129

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

Heading Home provides emergency, transitional, and permanent housing as well as support services to low-income, homeless, and formerly homeless individuals. In order to achieve its mission to end homelessness in Greater Boston, case managers at Heading Home provide the following services: housing search, life skills training, educational and employment services, financial literacy, and asset development. Case managers also facilitate complementary services such as access to medical and mental health providers, outside counseling, and other resources.

**HESSCO Elder Services**

(781) 784-4944 (Information and assistance line for answering a caller's questions from 9-5 M-F)

1-800-462-5221 (Toll-free line for assistance)

1 Merchant St.

Sharon, MA 02067

<http://www.hessco.org>

HESSCO Elder Services strives to make it easier for people age 60 and older to take advantage of their later years and to access a comprehensive system of health and supportive services. HESSCO serves older individuals and people with disabilities in the following communities: Canton, Dedham, Foxborough, Medfield, Millis, Norfolk, Norwood, Plainville, Sharon, Walpole, Westwood, and Wrentham. When an individual calls HESSCO's main line with one or more aging-related questions, he or she is transferred to the Specialist in the Information and Referral Program, HESSCO's free, confidential elder support system. This Specialist actively listens to the caller's concerns and responds by tailoring the available resources to the elder's needs; alternatively, the Specialist may need to research the issue and respond to the caller at a later time. The Information and Referral Program Specialist also can provide a listing of assisted living communities and help the elder apply for fuel assistance, obtain medical equipment, and get information about medical specialists. Depending on the service (some services are free to everyone) and the income of the caller, fees may be voluntary co-payments, payments on a sliding-fee scale, or a percentage of a person's monthly income.

**The Men's Inn at Pine Street Inn**

(617) 892-9100 (General line for info)

444 Harrison Ave.

Boston, MA 02118

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

The Men's Inn offers permanent supportive housing, job training and placement, emergency shelter, advocacy, and street outreach to homeless men. Pine Street's transitional programs include transitional housing for men employed either part- or full-time and saving some of their earnings to access permanent housing; a transition to permanent housing program for men who are currently sober and progressing in their recovery from addiction; and substance abuse treatment services for men and women. Pine Street's 'Stabilization' is a 28-day post-detox residential program in which clients receive case management, education and counseling, on-site medical services, and after-care planning and placement. Pine Street's IMPACT Employment Services offers employment counseling to homeless people of all ages. Veterans Services at Pine Street connect homeless and low-income vets with housing opportunities, employment, and community services.

**Minuteman Senior Services**

1-888-222-6171 (Toll-free line for information; may report elder abuse)

1-800-922-2275 (Toll-free elder abuse Hotline; protective services worker on call to respond)

(781) 221-7064 (Information and referral line)

(781) 272-7177 (Office line for information)

(781) 275-1285 (TTY line for information)

26 Crosby Dr.

Bedford, MA 01730

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

Minuteman Senior Services is a community support program that strives to help people retain control of their lives as they age by offering information, advice, support, and services that enable independent living in home and community. Information/Referral Specialists provide individuals and family members with lists of available and affordable resources both locally and long-distance. Minuteman's Money Management program helps elders set up a budget, sort mail, and manage payments by writing checks for elders to sign. Minuteman runs the Meals on Wheels program, offers legal services, and responds to reports of physical, sexual, emotional, and financial abuse or the neglect of anyone 60 years and older. Minuteman operates on behalf of residents in the following towns: Acton, Arlington, Bedford, Boxborough, Burlington, Carlisle, Concord, Harvard, Lexington, Lincoln, Littleton, Maynard, Stow, Wilmington, Winchester, and Woburn.

### **Mystic Valley Elder Services, Inc.**

(781) 324-7705 (Main line for information)

(781) 321-8880 (TTY line for information)

300 Commercial St., Suite #19

Malden, MA 02148

<http://www.mves.org>

Mystic Valley Elder Services is an Aging Services Access Point and an Area Agency on Aging that serves the cities and towns of Everett, Malden, Medford, Melrose, North Reading, Reading, Stoneham, and Wakefield. By providing information and access to resources and services, Mystic Valley Elder Services supports the right of elders and adults living with disabilities to live independently and with dignity in a setting of their own choice. Mystic Valley Elder Services works one-on-one with adults age 60 and older and disabled adults to provide care management, coordinate services, and make referrals to appropriate health care and home care providers. Depending on income, many of these services are free or low-cost. The staff is culturally and linguistically diverse to match the needs of the community. Some staff members work directly in senior housing buildings around the community; others work closely with lawmakers to advocate on behalf of seniors and senior programs in the area. Mystic Valley Elder Services is committed to honoring and celebrating the experiences and needs of the LGBT members of the senior community; therefore, it has dedicated community space for monthly LGBT senior tea time at 300 Commercial Street in Malden.

### **New England Center for Homeless Veterans (NECHV)**

(617) 371-1800 (Main office line for questions, concerns)

(617) 371-1701 (Line for Director of Community Affairs)

17 Court St.

Boston, MA 02108

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

The New England Center for Homeless Veterans offers programs and services designed to enable successful reintegration, meaningful employment, and independent living. A three-level Residential Program leads homeless veterans from crisis to self-sufficiency. In Level 1, veterans are assessed to determine whether there is a need for more intensive medical care. Working with the intake staff, vets are given immediate care as well as intensive counseling and services to prepare them for NECHV's reintegration program. In Level 2, the Transitional Housing Program, vets must be working or enrolled in a training or educational program. The focus is on financial management and the search for



permanent housing. Level 3 offers single room occupancy permanent units to vets who have completed Level 2. With each level of the Residential Program, NECHV offers a range of supportive services: specialized counseling to address issues such as substance abuse, mental health, and PTSD; case management services; 24/7 emergency medical care; and a job placement program. The Pamela D. Donovan Memorial Residence for Women is a newly-renovated dormitory with 16 beds for women.

### **Project Place**

(617) 542-3740 (Main office line; for CREW information, ask for x273; for Work Ready, ask for x343)  
1145 Washington St., Suite 2 (veterans)  
Boston, MA 02118

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

Project Place is a supportive community that promotes opportunity for homeless and low-income individuals, including homeless veterans, by providing the education and resources needed to obtain stable employment and housing. Project Place's GateHouse is a six-story building with 14 units for homeless individuals and affordable housing for low-income people. GateHouse provides wraparound services to address barriers to employment and housing by running three businesses that offer paid employment for clients overcoming homelessness. Betty's Place for women is housed in YWCA's Berkeley Street residence. Women are offered a room in a safe, clean environment and two meals each day. Betty's also provides wraparound services to help clients transition from emergency shelter to independent living. Note: The Homeless Veterans Reintegration Program (HVRP) at Project Place is a new employment and training program that provides services tailored specifically to veterans. In addition to case management and support services, clients are assessed for veterans benefit eligibility, provided referrals for specific needs, and given assistance in obtaining discharge papers (DD214).

### **REACH (Beyond Domestic Violence)**

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

(781) 891-0724 x100 (Office line for information)

P.O. Box 540024

Waltham, MA 02454

<http://www.reachma.org>

By offering direct services and education, REACH strives to advance the safety, healing, and empowerment of individuals who experience domestic or relationship violence. REACH's Hotline advocates are trained to provide supportive, confidential services in English and Spanish. Advocates listen to the caller's fears, concerns, and questions and provide information on how to create a safety plan and obtain local resources. REACH also offers shelter, support groups, and legal advocacy.

### **Rosie's Place**

(617) 442-9322 (Front desk line)

889 Harrison Ave.

Boston, MA 02118

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

Rosie's Place is a safe and welcoming place for poor and homeless women to whom it offers the following services: 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 its guests an opportunity to participate in



the Women's Craft Cooperative (WCC), where women are introduced to skills such as jewelry-making and to the basics of merchandising. Guests can then sell their products to the public. Rosie's Advocacy program offers guests the opportunity to work one-on-one with an advocate who helps them find permanent solutions to housing challenges, legal issues, health problems, lack of employment, and/or transportation issues. If Rosie's does not offer a service that a guest needs, the advocacy department provides links to a range of outside social and community organizations.

### **Roslindale House**

(617) 327-1503 (Main line for information)

120 Poplar St.

Roslindale, MA 02131

<http://www.rogerson.org/RoslindaleHouse.php>

Roslindale House, which shares the former Roslindale High School building with the Rogerson Communities Adult Day Center and the Florence House, offers rent-subsidized apartments to low-income elders and persons with disabilities. A residents' association is active in planning special events and trips throughout the year. Week-day lunches are available in the building through the Adult Day Center for a nominal donation. In addition, Roslindale House is the site of Out to Brunch, a monthly Saturday brunch and social for older LGBT women. The brunch is followed by a presentation.

### **Somerville-Cambridge Elder Services, Inc. (SCES)**

(617) 628-2601 (Main line for information)

(617) 628-1705 (TDD line for information)

61 Medford St.

Somerville, MA 02143

<http://www.eldercare.org>

Somerville-Cambridge Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that provides supportive services as well as information and advice to people age 60 and older and people with disabilities in Somerville and Cambridge. SCES aims to help these people remain safe and independent in their own homes by providing services that include, but are not limited to, home-delivered meals, the Brown Bag Program (monthly grocery delivery for income-eligible seniors), Seniors Farmers' Market Nutrition Program for low-income seniors, volunteer opportunities, mental health programs, nutrition counseling, Community Cafes, and chronic disease self-management.

### **Somerville Homeless Coalition (SHC)**

(617) 623-6111 (Main line for information)

(617) 776-0750 (TTY line)

(617) 623-2546 (Line for adult shelter inquiries)

P.O. Box 440436 (Mailing address)

1 Davis Square

Somerville, MA 02144

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

The Somerville Homeless Coalition provides homeless and near-homeless people with individualized supportive services and tailored housing solutions with a goal of obtaining and maintaining affordable housing. SHC offers a range of services that include adult shelter; the Rapid Response program, which prevents individuals from becoming homeless; affordable, supportive housing services; and the

Passages Case Management program, designed to move homeless adults from streets and shelters into permanent housing and self sufficiency by providing services such as life skills training, HiSET preparation, job readiness, referrals, medical assistance, transportation, and educational accommodations. Project SOUP (Share Our United Pantry) is SHC's food assistance program, which provides free community suppers at 5 p.m. each Monday at Somerville's First Congregational Church. A food pantry is located in the rear basement of St. Benedict's Church in East Somerville.

### **Springwell, Inc.**

(617) 926-4100 (Phone line for information and referral)

(617) 923-1562 (TDD line for information and referral)

307 Waverly Oaks Rd., Suite 205

Waltham, MA 02452

<http://www.springwell.com>

Springwell, Inc. is an Area Agency on Aging and an Aging Services Access Point that serves people who are age 60 and older and people with disabilities in the communities of Belmont, Brookline, Chestnut Hill, Needham, Newton, Waltham, Watertown, Wellesley, and Weston. Springwell strives to help seniors live at home in their community by creating an individualized support plan and providing the services specified in the plan so that each person can live as independently as possible. Services include, but are not limited to, adult day care, behavioral health services, caregiver services, chronic pain and chronic disease management programs, transportation, grocery shopping and delivery, health insurance benefits counseling, friendly visiting program, money management, and wellness programs such as Tai Chi, healthy eating, and fall prevention.

### **St. Patrick's Shelter for Homeless Women**

1-857-654-1000 (Toll-free line for Administrative office/Appointments)

(617) 628-3015 (Information line)

(617) 625-1920 (Catholic Charities Somerville office line)

270 Washington St.

Somerville, MA 02143

[www.ccab.org/patricks.html](http://www.ccab.org/patricks.html)

St. Patrick's Shelter for Homeless Women houses 30 sober women in emergency beds as well as 10 transitional program participants each night. In addition to breakfast and dinner, the women are provided with referrals for health care, mental health services, and housing. In the Washington St. building, run by Catholic Charities, there are also a food pantry and a Foster Grandparent program that is organized to provide tutoring and mentoring services between elder volunteers and children.

### **Those Who Can, For Those In Need (TWCFTIN)**

(617) 462-5719 (Main line for information)

Winthrop, MA 02152

<http://www.twctin.org>

Those Who Can, For Those in Need is an organization that brings together people from the North Shore and Boston areas to learn about resources and volunteer opportunities that lend support to the following groups: elderly people, low income folks, individuals experiencing homelessness, and people who have lost a loved one. Each September, TWCFTIN holds a Resource Fair in Winthrop.

**Tri-City Community Action Program (Tri-CAP)**

(781) 322-4125 (Office line for information)

(781) 397-2970 (Line for Cyber Cafe @ Malden Square)

110 Pleasant St.

Malden, MA 02148

<http://www.tri-cap.org>

Tri-City Community Action Program is an anti-poverty agency that strives to improve lives and create opportunities for residents of Malden, Medford, Everett, and surrounding towns. To this end, Tri-CAP provides free tax preparation and fuel assistance for low-income residents. In addition, Tri-CAP runs the Cyber Cafe @ Malden Square, which provides free computer and Internet access and training as well as coffee and companionship. Tri-City Housing and Homeless Task Force was created to assist the three cities in coordinating local responses to on-going homelessness. The Task Force evaluates existing HUD programs, develops strategies to reduce homelessness, and provides a forum for resources and legislative strategies to address homelessness in the Tri-Cities.

**TRUST House**

(857) 364-4966 (Program Manager's line for information)

(857) 364-4027 (LICSW's line for information)

(857) 364-4149 (Contact line for information)

VA Boston Healthcare System

Jamaica Plain Campus

150 S. Huntington Ave. (116B-3)

Boston, MA 02130

<http://www.mass.gov/veterans/housing/transitional/womens-housing.html>

TRUST (Transitional Residence Utilizing Support and Treatment) House is a therapeutic residential program for women veterans that offers secure and affordable housing along with a communal atmosphere in a treatment-focused setting. In this setting, each resident participates in the house's daily operations, which include food shopping, cleaning, gardening, doing laundry, and cooking. The treatment program involves individual and group therapy, case management, paid work experiences through the Compensated Work Therapy Program, house meetings, and recreational community outings. TRUST House specializes in the treatment of women with PTSD as well as depression, substance abuse, anxiety, dissociation, and homelessness.

**Women's Lunch Place**

(617) 267-1722 (Office and information line)

67 Newbury St. (Corner of Berkeley St.)

Boston, MA 02116

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

Women's Lunch Place offers poor and homeless women the services they need to feel safe and enjoy the companionship of other women. The Lunch Place opens at 7 a.m. Monday through Saturday with breakfast and an opportunity for guests to shower and do their laundry. Open until 2 p.m. each of these days, the Lunch Place also provides a hot, nutritious lunch. Other services include assistance in finding employment, medical and mental health services, and substance abuse treatment programs.

**EDUCATION: NORTHEASTERN MASSACHUSETTS****ACTION, INC.**

(978) 282-1000 (Gloucester office line; dial x119 for HomeCorps Prevention case manager)

(978) 283-4125 (Emergency shelter line)

180 Main St.

Gloucester, MA 01930

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

ACTION, INC. provides social services and programs for the Greater Cape Ann Community in order to promote economic security rather than dependency. As a Community Action Agency, ACTION is part of a nationwide network of organizations in the U.S. that is working to eliminate poverty. ACTION designs programs that address employment and training, housing, budget counseling, and services for seniors. Collaborating with the Attorney General's office, ACTION offers HomeCorps, a program that addresses foreclosure prevention and provides post-foreclosure services, including legal assistance referrals, referrals for possible loan modifications, budgeting and financial counseling, fuel assistance, job training, SSI application assistance, the Food Stamp Program, and homelessness prevention.

**Bridgewell**

(781) 593-1088 (Information line in Lynnfield office)

(339) 883-1700 (Line for Employment Support program at Boston Street Center)

(978) 459-0389 (Line for Lowell Adult Day Treatment and Bridgewell Counseling Services)

(978) 750-6828 (Line for START Clinical Support Services and the Sovner Center in Danvers)

471 Broadway

Lynnfield, MA 01940

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

Bridgewell is a community-based agency that provides residential and clinical support services for individuals with disabilities. Bridgewell staff strive to integrate residents into the community by helping them find work and involving them in local recreational activities. Bridgewell's Employment Support program at the Boston Street Center (BSC) provides job development, placement, and job coaching services to adults with developmental disabilities. Participants at the BSC may have other disabilities such as visual and/or hearing impairments, physical limitations, and medical or behavioral challenges. Bridgewell provides case management and housing for chronically homeless individuals with a mental illness. Bridgewell's representative payee services help transition the homeless to permanent housing and teach money management skills needed to maintain their housing. Partnering with local farms, Bridgewell provides nutritious meals to its residents and to homeless individuals. In addition, Bridgewell administers housing vouchers for very low income individuals with a disability and offers day habilitation services to adults with mild to severe physical and developmental disabilities, including memory impairment, psychiatric disorders that have not responded to other treatment, and Alzheimer's disease. The Lowell Adult Day Treatment (LADT) provides five-day/week intensive treatment for adults with persistent mental illness, and the Bridgewell Counseling Services (BCS) provides behavioral health treatment and continuity of care to individuals with psychiatric and developmental disabilities. The Sovner Center is an outpatient mental health clinic that provides psychiatric assessment, medication management, and psychotherapy to adults with a dual diagnosis.

**Community Teamwork, Inc. (CTI)**

(978) 459-0551 (Administration line, housing/homeless services line, and Resource Center line)

(978) 459-6161 (Fuel Assistance line)

155 Merrimack St. (Headquarters and Administration)

17 Kirk St. (Resource Center)

45 Kirk St., 2<sup>nd</sup> Floor (Fuel Assistance)

Lowell, MA 01852

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

Community Teamwork strives to strengthen the communities of Greater Lowell and the Merrimack Valley and reduce poverty by delivering direct services and collaborating with other organizations to create housing, education, and economic opportunities. CTI works with senior citizens, people with disabilities, and veterans living on limited incomes to meet basic rental and utility expenses. For tenants experiencing housing instability, CTI provides short-term financial assistance for rent and mortgage arrears, connections to other services at CTI, and counseling on alternatives to shelter.

**Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only a few of the COAs in the Central region. Either of those listed can direct the user to other COAs in the region.

**Lawrence Council on Aging**

(978) 620-3540 (Office line for information)

155 Haverhill St.

Lawrence, MA 01840

**Lowell Council on Aging**

(978) 970-4131

276 Broadway

Lowell, MA 01854

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

**Elder Services of Merrimack Valley, Inc. (ESMV)**

1-800-892-0890 (Toll-free line for learning about services, benefits, and programs)

1-800-924-4222 (Toll-free TTY line)

(978) 683-7747 (Main line for information)

360 Merrimack St., Bldg. #5

Lawrence, MA 01843

<http://www.esmv.org>

Elder Services of Merrimack Valley, Inc. is an Area Agency on Aging, an Aging Service Access Point, and an elder protective service agency for the Merrimack Valley region. ESMV serves the following cities

and towns: Amesbury, Andover, Billerica, Boxford, Chelmsford, Dracut, Dunstable, Georgetown, Groveland, Haverhill, Lawrence, Lowell, Merrimack, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury Tewksbury, Tyngsborough, West Newbury, and Westford. ESMV helps individuals remain independent in their home or a place they choose to live for as long as possible. Staff are culturally and linguistically diverse to match the needs of the community. Services include, but are not limited to, referrals to different housing options, nutrition resources (food pantry, Brown Bag Program), behavioral health services, care coordination, education programs (Healthy Eating, Silver Sneakers, Healthy Ideas, Matter of Balance), chronic pain/chronic disease self-management, legal services (protective), skills training, supportive day care, group adult foster care, supportive home care aide, transportation, advocacy, and crisis intervention.

### **Grace Center**

(978) 675-6240 (Information line for hours and programs)

P.O. Box 135 (Mailing address)

Gloucester, MA 01930

10 Church St. (Tuesday meeting place at the Unitarian Universalist Church)

48 Middle St. Trinity (Wednesday meeting place at the St. John's Episcopal Church)

70 Middle St. (Thursday meeting place at the Congregational Church)

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

The Grace Center is a day resource center and safe space for the homeless, people in crisis, and those struggling with difficult situations. Professional staff and volunteers provide breakfast and lunch on days the Center is open, nursing services, and health screening and testing. Early intervention and treatment services for folks with alcohol or substance use disorders or those at risk of developing these disorders are provided through the method known as SBIRT (screening, brief intervention, and referral to treatment). Guests also can meet at the Center for weekly yoga classes, weekly meditation, a therapeutic art program, life skills training and job readiness support, and advocacy and referrals.

### **Lowell Vet Center**

(978) 453-1151 (Main line for information)

10 George St., Gateway Center

Lowell, MA 08152

(no website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

### **Montachusett Home Care Corporation (MHCC)**

1-800-734-7312 (Toll-free line for information)

(978) 537-7411 (Main line for information)

(978) 514-8841 (TTY line for information)

680 Mechanic St., Suite 120



Leominster, MA 01420

<http://www.montachusettshomecare.org>

Montachusett Home Care Corporation is an Aging Services Access Point that strives to assist elders age 60 and older and disabled persons to remain safely in their own homes through the provision of in-home and community-based services that are designed to prevent unnecessary nursing home placement. MHCC serves the towns and cities of Ashburnham, Ashby, Ayer, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Hubbardston, Lancaster, Leominster, Pepperell, Princeton, Shirley, Sterling, Templeton, Townsend, Westminster, and Winchendon. Services include, but are not limited to, homemaker and personal care, case management, grocery shopping, meal preparation, transportation to certain medical treatments, the Money Management Program, protective services, and several supportive housing and community-based residential programs.

### **Montachusett Opportunity Council, Inc. (MOC)**

(978) 345-7040 (Main office line for information)

(978) 342-6259 (Nutrition line)

(978) 343-5706 (Line for information about housing and eligibility requirements)

133 Prichard St.

Fitchburg, MA 01420

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

The Montachusett Opportunity Council is the designated community action agency for 30 communities in the North Central region of MA. MOC's mission is to alleviate poverty and create healthy communities by providing services, coordinating community resources that promote self-sufficiency, and advocating for social change. Services include education, workforce development, nutrition, health, community services, and housing and homelessness services. MOC's Elder Nutrition program provides a variety of meals programs to individuals age 60 years and older. The program enables them to live on their own instead of in a nursing facility. In addition, it promotes better health, reduces isolation, and offers elders the opportunity to live in dignity. Programs include community dining and home-delivered meals, other food assistance such as Brown Bag Meals, farmers market coupons, and SNAP (formerly known as Food Stamps). MOC's Housing and Emergency Services provides intake, assessment, referral, and case management to help low-income clients connect with a broad range of programs and resources, and find and maintain housing.

### **Montachusett Veterans Outreach Center, Inc. (MVOC)**

(978) 632-9601 (Main line for information)

268 Central St., Suite A

Gardner, MA 01440

[www.veterans-outreach.org](http://www.veterans-outreach.org)

Montachusett Veterans Outreach Center, Inc. serves all veterans throughout the north central region of Massachusetts. MVOC strives to support veterans in need of services to develop a resilient, self-sufficient lifestyle. To this end, MVOC offers the following services: veterans benefits, transitional and low-income housing, food assistance, counseling services, transportation to medical appointments, and job training. There is also support for veterans suffering from PTSD and veterans in need of help for alcoholism through attendance at AA meetings.



**North Shore Elder Services, Inc.**

1-800-243-4636 (Toll-free line for information)

(978) 750-4540 (Main line for information)

(978) 624-2244 (TDD/TTY line for information)

300 Rosewood Dr., Suite 200

Danvers, MA 01923

<http://www.nselder.org>

North Shore Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the communities of Danvers, Marblehead, Middleton, Peabody, and Salem. Its mission is to serve the functional needs of adults age 60 and older and people with disabilities. North Shore Elder Services does this by providing support, information, and services so that each elder or disabled person can live as independently as possible in locations of their choice for as long as possible. A variety of home care services are available to maintain independence at home; they include personal care, homemaking, and personal emergency response. As part of an interdisciplinary team, a care manager assesses an individual's needs, then develops and monitors the plan of care. Several programs offer an increased level of services for frail elders at home to prevent nursing facility placement: adaptive equipment, adult day care, grocery shopping, light cleaning, laundry, home-delivered meals, and bathing assistance. Protective Services is a program to investigate reports of elders who are abused, exploited, neglected, or self-abusing. Other services include a Money Management program, the SHINE program for free health insurance information and counseling, and monthly Over the Rainbow Dinner Club meetings for LGBT elders at the House of the Seven Gables.

**North Shore Veterans Counseling Services, Inc.**

(978) 921-4851 (Line for information on M-F from 8 a.m. to 4 p.m.; Note: evening appointments avail.)

45 Broadway St.

Beverly, MA 01915

<http://www.northshoreveterans.com>

North Shore Veterans Counseling Services offers assistance to any veteran or to a family member or significant other of that veteran. A veteran's needs are addressed with confidentiality except when current child abuse, elder abuse, or domestic violence is involved. The North Shore Veterans Counseling Services does work in, but is not limited to, the following areas: PTSD, housing and employment, training and education, substance abuse counseling, family counseling, veterans benefits and advocacy, anger management, adjustment counseling, service documentation requests, discharge upgrading, relapse prevention, and HIV/AIDS support services.

**The Psychological Center (TPC)**

(978) 685-1337 (Main phone line)

(978) 975-4547 (Daybreak Shelter line)

11 Union St.

Lawrence, MA 01840

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

The Psychological Center strives to help people who are experiencing mental health problems, alcohol or substance abuse, addiction, homelessness, or other issues to overcome these difficulties with resilience and positive coping responses. TPC offers the following programs: Daybreak Shelter, a 'wet' facility that provides temporary shelter for homeless adults; Pegasus House, a residential treatment

facility that promotes skills-building and development of positive relationships within the community; PEOPLE! Recovery Center, a peer-led participatory program for individuals in recovery for addiction to substances; Safe Haven, a home for men; and Women's View Recovery House, a strength-based model for women to learn how to balance life issues with the challenge of maintaining sobriety.

### **SeniorCare, Inc.**

1-866-927-1050 (Toll-free line for information)

(978) 281-1750 (Main line for information)

49 Blackburn Center

Gloucester, MA 01930

<http://www.seniorcareinc.org>

SeniorCare, Inc. is an Area Agency on Aging and an Aging Services Access Point that serves the towns of Beverly, Essex, Gloucester, Hamilton, Ipswich, Manchester-by-the-Sea, Rockport, Topsfield, and Wenham. SeniorCare provides and coordinates services that enable people age 60 and older and people with disabilities to live independently at home or in a setting of their choice. This multi-faceted organization provides a one-stop portal for elder services and information that includes a wellness program ('A Matter of Balance, Healthy Eating'), protective services, home care/homemaking, and opportunities to volunteer as a tax aide, a Meals-on-Wheels driver, or an office volunteer.

### **Those Who Can, For Those In Need (TWCFTIN)**

(617) 462-5719 (Main line for information)

Winthrop, MA 02152

<http://www.twctin.org>

Those Who Can, For Those in Need is an organization that brings together people from the North Shore and Boston areas to learn about resources and volunteer opportunities that lend support to the following groups: elderly people, low income folks, individuals experiencing homelessness, and people who have lost a loved one. Each September, TWCFTIN holds a Resource Fair in Winthrop.

### **Veterans Inc.**

(978) 862-0033 (Main office line for information)

14A Bates St.

Devens, MA 01434

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

The mission of Veterans Inc. is to help homeless veterans of all wars regain control of their lives. To do this, Veterans Inc. treats the "total veteran". The program is overseen by case managers who develop an Individual Treatment Plan with each client and coordinate the provision of housing, training for employment, and health and wellness services. The veteran housing in Devens, an unincorporated village in the towns of Ayer and Shirley, consists of individual units for both men and women.

**EDUCATION: SOUTHEASTERN MASSACHUSETTS****AIDS Support Group of Cape Cod (ASGCC)**

(508) 487-9445 x16 (Information line for HIV+ and peer support)

(508) 487-8511 (Line for setting up rapid HIV testing in Provincetown)

(508) 778-1954 (Line for setting up rapid HIV testing in Hyannis)

336 Commercial St.

Provincetown, MA 02657

<http://asgcc.org>

The AIDS Support Group of Cape Cod works to foster health, independence, and dignity for people living with HIV/AIDS and Viral Hepatitis by providing care, support, and housing. ASGCC strives to reduce the spread of HIV and other sexually transmitted infections through prevention, education, and testing services. The Foley House, a joint partnership between the Provincetown Housing Authority and ASGCC, was created to address homelessness for PLWHA. Although the main eligibility criterion is homelessness, residents also have an HIV diagnosis and must be willing to live cooperatively in a congregate and harm reduction setting. ASGCC also offers a variety of services that span all communities of Cape Cod and the Islands. Services include the use of ASGCC case managers to assist people in need as they apply for fuel assistance; educational programs to inform civic groups, schools, and social service agencies about HIV, Hepatitis C, and other blood-borne or sexually transmitted illnesses; and free screening services, vaccines, clean needles, and Narcan training.

**Bristol Elder Services, Inc.**

(508) 675-2101 (Main line for information)

(508) 646-9704 (TTY line for information)

(508) 324-4619 (Nutrition office line)

1 Father DeValles Blvd.

Fall River, MA 02723

<http://www.bristolelder.org>

Bristol Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the cities/towns of Attleboro, Berkley, Dighton, Fall River, Freetown, Mansfield, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton, and Westport. Services include adaptive equipment, adult day health, adult foster care, case management, congregate meals, nutrition counseling and education, skills training, Alzheimer's/dementia coaching, chronic disease self-management, translation/interpreting, protective services, and transportation.

**Cape & Islands Veterans Outreach Center** (formerly, the Nam Vets Association of the Cape & Islands)

1-800-273-8255 (Toll-free Veterans Crisis Line)

(508) 778-1590 (Main office line)

569 Main St., Suite 6

Hyannis, MA 02601

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

Founded by the Nam Vets Association, The Cape & Islands Veterans Outreach Center partners and networks with key state and federal agencies to provide services for veterans of all eras who are in need of housing, employment, and medical or psychological services. In addition, the Outreach Center has free clothing available and a Food Pantry where veterans may receive food twice a month. The

newly opened Grace Veterans Center offers psychological counseling, substance abuse interventions, housing assistance, referrals to the Massachusetts General Home Base Program for Neuro Evaluations, and alternative therapies. Off-site services include referrals to agencies working in the areas of education, legal issues, employment, finances, occupational therapy, hospice care, physical therapy, and interactive community projects with organizations such as Councils on Aging. Most of the services are available to all veterans regardless of their eligibility for VA services.

### **Coastline Elderly Services, Inc.**

1-866-274-1643 (Toll-free line for information)

(508) 999-6400 (Main line for information)

(508) 994-4265 (TDD line)

1646 Purchase St.

New Bedford, MA 02740

<http://www.coastlineelderly.org>

Coastline Elderly Services, Inc. is a multi-service agency for all elder concerns, needs, and services. As such, the agency serves people who are age 60 and older and who are financially- and need-eligible. Coastline serves residents of Acushnet, Dartmouth, Fairhaven, Marion, Mattapoisett, New Bedford, and Rochester and offers services that include adult day health, adult foster care, advocacy, home care services, behavioral health services, case management, and home-delivered and congregate meals. In the area of education, services include a chronic disease self-management program, Tai Chi for better balance, the Healthy Eating program, and money management. Coastline also offers transportation, utility assistance, support groups, and specialized housing referrals.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Southeastern Massachusetts region. Either of those listed can direct the user to other COAs in the region.

#### **Provincetown Council on Aging**

(508) 487-7080 (Office line for information)

2 Mayflower St.

Provincetown, MA 02657

#### **Plymouth Council on Aging**

(508) 830-4230 (Office line for information)

44 Nook Rd.

Plymouth, MA 02360

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation, computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

**Elder Services of Cape Cod and the Islands, Inc. (ESCCI)**

1-800-442-4492 (Toll-free line for information)

1-800-244-4630 (Toll-free line for information)

(508) 394-4630 (Office line for information)

68 Route 134

South Dennis, MA 02660

<http://www.escci.org>

Elder Services of Cape Cod and the Islands, Inc. is an Aging Services Access Point, an Area Agency on Aging, and an Aging and Disability Resource Consortium for the counties of Barnstable, Dukes, and Nantucket. ESCCI offers the following services: adult day health, adult foster care, advocacy, nutrition education, transportation, utility assistance, protective services, money management, congregate meals, case management, emergency assistance, home care services, opportunities for volunteering, multimedia outreach, nutrition counseling, home-delivered meals, and caring homes.

**Falmouth Service Center (FSC)**

(508) 548-2794 (Office line for information)

611 Gifford St.

Falmouth, MA 02540

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

The Falmouth Service Center strives to ease stress, reduce hunger, and improve the quality of life for those in need. To this end, FSC offers a food pantry; a clothing room, where clients can find clothes that are in good condition and appropriate for the season; financial assistance; health care access; a community garden; cooking classes; and affordable housing units.

**Father Bill's & MainSpring (FBMS)**

(508) 427-6448 (Administrative offices line)

(617) 770-3314 (Line for Father Bill's Place)

(617) 770-3314 x255 (Prevention Hotline)

(508) 587-5441 (Line for MainSpring House)

(508) 894-0292 (Veteran's Program line)

1-877-424-3838 (Toll-free National Call Center for Homeless Veterans)

1-800-273-8255 (Toll-free 24/7 VA Veterans Suicide Hotline)

38 Broad St. (Father Bill's Place)

Quincy, MA 02169

54 N. Main St. (MainSpring House; also the location of The Table)

Brockton, MA 02301

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

Father Bill's & MainSpring strives to help homeless people obtain a home by offering temporary shelter, identifying safe and affordable housing, and providing permanent housing with supportive services. Concurrently, FBMS works with guests who are homeless or at risk of homelessness to help them achieve self-sufficiency. The Table, run by FBMS, provides free healthy lunches to men and women six days a week (closed Tuesday). FBMS also offers a variety of supports to help veterans get back on their feet and rejoin their communities by providing the following services: emergency shelter, a transitional program with studio apartments and supportive services, permanent supportive housing for veterans, specialists to help veterans access services and benefits, the Peer-to-Peer

program in collaboration with the regional Veterans Administration (VA) and Department of Veteran Services, and the U.S. Workforce program to help veterans prepare for and find employment.

### **Health Imperatives**

1-888-293-7273 (Toll-free Hotline after physical or sexual assault or fear of such violence)  
 (508) 894-2869 (TTY line for help after assault or fear of such violence)  
 (508) 588-8255 (24/7 Hotline; free, confidential counseling in sexual or domestic violence incidents)  
 (508) 583-3005 (Office line for information)  
 (508) 732-8981 or (508) 732-8982 (ACCESS—AIDS Comprehensive Care Education & Support Services)  
 942 West Chestnut St.  
 Brockton, MA 02301

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

Health Imperatives is a community-based agency that offers a continuum of safety, prevention, and intervention services to families and individuals on the South Shore and Cape Cod and the Islands. Health Imperatives' mission is to improve the health and well-being of low-income or vulnerable populations. There are three particularly strong programs that would be appropriate for older adults: A New Day, PASS, and Penelope's Place. A New Day, formerly Womansplace Crisis Center, has offices in Brockton, Plymouth, and Quincy, where a victim of sexual assault or relationship violence can receive medical advocacy, legal advocacy, coping skills, and prevention education. PASS, or Plymouth AIDS Support Services, provides reintegration services to incarcerated and newly released people living with HIV, as well as educational information and referrals to agencies in Southeastern MA. People living with HIV who are not involved with the correctional system may also receive medical and/or case management services through Jordan Hospital's ACCESS program (see contact information above). Penelope's Place offers healing, a five-bedroom domestic violence shelter, and help in acquiring life skills to prepare for transitions to more independent living.

### **Housing Assistance Corporation (HAC)**

(508) 771-5400 (Main office line for information)  
 (508) 778-5255 (Line for NOAH Shelter/Day Center)  
 460 W. Main St., #1 (Office address)  
 77 Winter St. (NOAH Shelter and Day Center address)  
 Hyannis, MA 02601

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

The Housing Assistance Corporation offers a continuum of housing services that are designed to evolve with the changing needs of the community. HAC provides emergency shelter and meals, employment services, homelessness prevention assistance, and housing subsidies. HAC also offers consumer education, weatherizes and conducts energy rehabs for low-income properties, and develops affordable housing for seniors. The NOAH Shelter is HAC's emergency shelter for men and women who become homeless on Cape Cod. In addition to providing a safe place to sleep, the NOAH Shelter offers job-search and housing-search assistance, case management, legal clinics, and substance-abuse and mental-health counseling. The NOAH Shelter recently opened the NOAH Day Center for homeless women and men who are not abusing substances or using alcohol.

**New Bedford Vet Center**

(508) 999-6920 (Main line for information)

73 Huttleton Ave., Unit 2

Fairhaven, MA 02719

(No website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

**Old Colony Elder Services, Inc.**

1-800-922-2275 (Elder Abuse Hotline)

(508) 584-1561 (Main line for information)

(508) 587-0280 (TTY line for information)

144 Main St.

Brockton, MA 02301

<http://www.oldcolonyelderservices.org>

Old Colony Elder Services, Inc. is an Aging Services Access Point that serves people age 60 and older and disabled individuals who live in the following cities and towns: Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Lakeville, Marshfield, Middleborough, Pembroke, Plymouth, Plympton, Rockland, Stoughton, Wareham, West Bridgewater, and Whitman. Old Colony strives to help elders and disabled people to live with dignity and independence by providing information and services that promote healthy, safe living. Services include, but are not limited to, an individualized care plan, companionship, fuel assistance, minor home repair, medical transportation, emergency medical needs, referral, adult day health, personal care, home-delivered meals, food shopping, supportive day care, supportive housing, wellness programs, and protective services.

**South Shore Elder Services, Inc. (SSES)**

1-800-922-2275 (Toll-free Elder Abuse Hotline open nights and weekends; otherwise, call main line)

(781) 848-3910 (Main line for information and referral)

(781) 356-1992 (TDD line for information and referral)

1515 Washington St.

Braintree, MA 02184

<http://www.sselder.org>

South Shore Elder Services, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves people age 60 and older and people with disabilities in the following communities: Braintree, Cohasset, Hingham, Holbrook, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth. SSES strives to promote and maintain an optimal level of elder independence through the coordination of resources and advocacy; it also aims to promote personal choice and self-determination based on the elder's culture and lifestyle. To carry out its mission of maintaining an elder's independent and well-being, SSES offers resources that include home-delivered meals, personal care, the Friendly Visitor



Program that helps to alleviate loneliness, health insurance counseling, and money management.

**Veterans Transition House (VTH)**

(508) 992-5313 (Main office line for information; speak with a staff member)

20 Willis St.

New Bedford, MA 02740

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

Veterans Transition House provides homeless and at-risk veterans in the Massachusetts South Coast area with shelter and services that have a special focus on healing from substance abuse and learning new life skills. The VTH offers the following Veterans Assistance programs: relapse prevention through the development of positive coping skills to resist a return to substance use; alcohol/drug education and an opportunity to participate in discussion groups about the effects of alcohol; education around mental health and treatment for common mental health issues; exercise and education about the role of exercise and nutrition in physical health; vocational training, including basic computer skills training; referrals and employer resources in the South Coast area; and transportation to a medical appointment at the VA.

## **EDUCATION: WESTERN MASSACHUSETTS**

### **After Incarceration Support Systems Program (AISS)**

(413) 781-2050 x8328 (AISS Program information line)

WW Johnson Life Center

736 State St.

Springfield, MA 01109

[www.hcsdmass.org/aiss.htm](http://www.hcsdmass.org/aiss.htm)

The After Incarceration Support Systems Program provides a range of services to help ex-offenders make the transition from incarceration back to the community. The AISS Program, funded through the Hampden County Sheriff's office, includes pre-release planning as well as services for ex-offenders living in the community. AISS assigns a counselor to each ex-offender who requests assistance. The counselor does an intake evaluation, assists with crisis intervention, provides counseling services, and makes referrals. AISS also has employment, housing, and education specialists available.

### **Berkshire Community Action Council, Inc. (BCAC)**

1-866-216-6200 (Toll-free line)

(413) 445-4503 (Pittsfield office line for information)

(413) 663-3014 (North County office line in North Adams)

1531 East St. (Main office location)

Pittsfield, MA 01201

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

Berkshire Community Action Council is the anti-poverty Community Action Agency for Berkshire County. BCAC helps the low-income, elderly, and working poor of Berkshire County to achieve self-sufficiency and sustainability. To minimize the impact of poverty on people's lives, BCAC offers the following services: energy conservation services to reduce heating costs, transportation for individuals with disabilities, emergency repairs/replacements, fuel assistance through the federally funded Low Income Home Energy Assistance Program, and Project RECONNECT, which seeks to empower disadvantaged individuals through workforce development programming, advancing educational progress, and encouraging community engagement.

### **Councils on Aging (COAs)**

<http://www.mass.gov/elders/service-orgs-advocates/coa/overview-of-councils-on-aging.html>

The listings for COAs that appear below represent only two of the COAs in the Western Massachusetts region. Either of those listed can direct the user to other COAs in the region.

#### **Pittsfield Council on Aging**

(413) 499-9346 (Office line for information)

330 North St.

Pittsfield, MA 01201

#### **Amherst Council on Aging**

(413) 259-3114 (Office line for information)

70 Boltwood Walk

Amherst, MA 01002

Councils on Aging and the senior centers associated with them offer the social and support services that elders need in order to remain independent, productive, and active in their community for as long as possible. Each COA determines its own priorities based on local circumstances, resources, and interests. All COAs conduct programs—from information and referral, outreach, transportation, meals (congregate and/or home delivered) to health screening, SHINE (free health insurance information, counseling, and assistance to Massachusetts residents with Medicare), fitness classes, recreation,

computer access, and lifelong learning classes. Under the administration of the Massachusetts Executive Office of Elder Affairs, COAs serve as the only public social service agency and assist non-elders (under age 55) in accessing public benefits. COAs and their senior centers also may serve as a link to and support for elders and others in case of emergencies. Regardless of differences in programs or design, senior centers are often a home away from home for socializing, learning, wellness, volunteer opportunities, or just a reason to get out of the house.

### **Elder Services of Berkshire County, Inc. (ESBC)**

1-800-544-5242 (Toll-free line for information)

(413) 499-0524 (Information and referral line; line for intake)

877 South St., Suite 4E

Pittsfield, MA 01201

<http://www.esbci.org>

Elder Services of Berkshire County, Inc. provides home care services to people who are 60 and older and those who are under 60 and Medicaid eligible for special programs. Please note that some programs have income guidelines. ESBC serves elders in all cities and towns in Berkshire County and strives to enable elders to maintain their dignity and independence by providing a large variety of services and programs. These services and programs include in-home care, transportation, trainings and education programs, nursing home screenings, monthly Berkshire Senior Newspaper, monthly Berkshire Senior TV program, Farmers Market coupons during the summer, protective services, adaptive equipment, adult day health, adult foster care, behavioral health services, case management, congregate meals, employment assistance, goods and services, home-delivered meals, money management, nutrition counseling, volunteer shopper, and coordination of care.

### **Faith Unlimited Institute, Inc.**

(413) 779-2991 (Office line)

736 State Street

Springfield, MA 01109

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

Faith Unlimited Institute is a faith-based organization that provides support services, including job readiness coaching, leadership training, and job search for ex-offenders in Hampden County. The goals of the Institute include reducing recidivism and enabling ex-offenders to become self-sufficient.

### **Family Life Support Center, Inc. (FLSC)**

(413) 743-7957 (Main office line)

(413) 743-7957 x10 or x12 (Housing Coordinator's line)

395 Old Columbia St. (Business address)

P.O. Box 54 (Mailing address)

Adams, MA 01220

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

Family Life Support Center strives to reduce homelessness and its causes in Northern Berkshire County by providing transitional and permanent housing solutions for the homeless. FLSC's Louison House is a transitional housing shelter that admits clients who meet the federal standard for being considered homeless and have documentation such as an eviction letter. Supportive services for these clients include case management, budget/financial counseling, education/career planning, job/housing

search assistance, and life-skills training. The Representative-Payee Program is designed to help Social Security recipients who are required to have an individual or organizational payee manage their finances. The Supportive Services Only Program provides supportive services to clients who have exited FLSC's housing programs or are at-risk of becoming homeless.

### **Franklin County Home Care Corporation (FCHCC)**

1-800-922-2275 (Toll-free 24/7 Hotline to report elder abuse or neglect)

1-800-732-4636 (Toll-free Information and Caregiver Resource Center, or ICRC)

(413) 773-5555 (Line for Information and Caregiver Resource Center, or ICRC)

(978) 544-2259 (ICRC line)

(413) 772-6566 (TTD line for ICRC)

330 Montague City Rd.

Turners Falls, MA 01376

<http://www.fchcc.org>

The Franklin County Home Care Corporation is an Aging Services Access Point and an Area Agency on Aging, which serves the towns of Franklin County. FCHCC is committed to serving a diverse population, preventing or postponing the need for institutional care among elderly and disabled people, and advocating for their needs. FCHCC offers the following on-line resources: a home-repair guide and "The Good Life: News for Elders, Caregivers, and Persons with Disabilities", "The Silverline: A Directory of Resources for Elders, Caregivers, and Persons with Disabilities" (for hard copy, call one of the ICRC lines listed above), and menus for Meals on Wheels and Dining Centers.

### **Friends of the Homeless (FOH)**

(413) 732-3069 (Office line for information and assistance)

(413) 734-7140 (FOH clinic line; call for hours; health care available Mon.-Sat. on walk-in basis)

(413) 731-9575 (Line for information about dental care)

755 Worthington St. (Administrative offices, Resource Center, dining facility, and women's shelter)

769 Worthington St. (Men's shelter; nursing and dental care available at this location)

Springfield, MA 01105

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

Friends of the Homeless provides homeless individuals separate women's and men's overnight shelters, which are equipped with telephones, showers, and laundry facilities. In addition, FOH offers shelter guests three basic meals each day and a Resource Center, open seven days a week. At the Resource Center, men and women can participate in classes and activities and have access to computers and computer training. FOH case managers and professionals from other agencies work with clients to help them remove obstacles to gaining permanent housing. The Health Care for the Homeless program operates a clinic at FOH, where individuals can access nursing and dental care.

### **Greater Springfield Senior Services, Inc. (GSSSI)**

(413) 781-8800 (Main line for information and referral)

(413) 272-0399 (TDD/TTY line for information and referral)

66 Industry Ave., Suite 9

Springfield, MA 01104

<http://www.gsssi.org>

Greater Springfield Senior Services, Inc. is an Aging Services Access Point and an Area Agency on Aging

that serves the communities of Agawam, Brimfield, East Longmeadow, Hampden, Holland, Longmeadow, Monson, Palmer, Springfield, Wales, West Springfield, and Wilbraham. GSSSI's mission is to keep people who are age 60 and older and people who have disabilities at home safely and independently by providing assistance and access to a comprehensive range of services, which include case management, home care, home-delivered meals, senior community dining, money management, congregate housing, and adult day care.

### **Health Care for the Homeless (HCH) Program**

(413) 748-9064 (Line for HCH)

Mercy Medical Center

271 Carew St.

Springfield, MA 01104

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

The Mercy Health Care for the Homeless Program provides primary care services on-site at shelters in Hampden, Franklin, and Hampshire counties. The HCH team also delivers care to homeless individuals in soup kitchens, job placement sites, and transitional programs. The HCH Program follows a nursing model of health care; it consists of health care professionals as well as an executive director, who work together to provide assessment, intervention, referrals, follow-up, and education. In addition, a corps of volunteer physicians extends the team's ability to carry out its work by accepting HCH nurses' referrals and providing free medical care in their offices.

### **Highland Valley Elder Services**

1-800-322-0551 (Toll-free line for information)

(413) 586-2000 (Main line for information)

320 Riverside Dr., Suite B

Florence, MA 01062

<http://www.highlandvalley.org>

Highland Valley Elder Services is a state-designated Aging Services Access Point and a federally designated Area Agency on Aging that serves people age 60 and older and individuals with disabilities. Highland Valley strives to serve older adults through collaboration, education, advocacy, and a range of programs designed to support them safely where they live. Programs include money management, home-delivered meals, Community Dining Centers, employment services, protective services, and daily living assistance with personal care, meals, and laundry. Highland Valley serves the following areas: Amherst, Blandford, Chester, Chesterfield, Cummington, Easthampton, Goshen, Granville, Hadley, Hatfield, Huntington, Middlefield, Montgomery, Northampton, Pelham, Plainfield, Russell, Southampton, Southwick, Tolland, Westfield, Westhampton, Williamsburg, and Worthington.

### **ServiceNet, Inc.**

(413) 585-1300 (Office line for information)

129 King St.

Northampton, MA 01060

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

ServiceNet provides clinical, residential, rehabilitative, recovery, and support services for adults. Programs include outpatient behavioral health services, which provide counseling and psychiatry; home health care; and rehabilitative and residential programs for adults with substance abuse, mental

health, and cognitive issues. The Developmental and Brain Injury Division of ServiceNet provides a continuum of community residential and support programs, including shared living arrangements and supported apartments. This division also offers a vocational day program, a brain injury social recreation program, and a landscaping business for those who are prepared for a competitive work experience. For individuals who are in the early stages of substance abuse recovery, ServiceNet offers transitional residences that provide a lightly structured, drug-free environment, which is maintained through 24-hour staffing and case management services. For people with mental health and cognitive challenges, ServiceNet's Wellness Coalition seeks to improve their health by equalizing access to quality health care through reducing stigma associated with these challenges.

### **Soldier On**

1-866-406-8449 (Toll-free line for information about Leeds Soldier On)

(413) 236-5644 (Office line in Pittsfield)

(413) 582-3059 (Office line in Leeds)

(413) 584-4040 x2288 (Soldier On line at the Northampton VA Medical Center; house for women vets)  
360 W. Housatonic St.

Pittsfield, MA 01201

Northampton VA Medical Center

421 N. Main St., Building 6

Leeds, MA 01053

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

Soldier On in Pittsfield provides veterans with emergency and transitional housing as well as support services. These services include case management, mental health counseling, substance abuse treatment, employment and educational assistance, and transportation to and from appointments. The Pittsfield facility also has permanent housing units with support services. Soldier On has a house on the Northampton VA Medical Center campus that is especially for women veterans (see phone # above). The program there provides resident women vets with medical services as well as treatment for recovery from drug and alcohol addictions.

### **Springfield Vet Center**

(413) 737-5167

1985 Main St., Northgate Plaza

Springfield, MA 01103

(No website)

The Vet Center welcomes home with honor the war veteran by providing readjustment services in a caring manner and assisting the veteran toward a successful post-war adjustment. Vet Center counselors provide bereavement counseling, PTSD counseling, and military sexual trauma counseling for veterans of both sexes who are newly returning or who served in a combat zone. Vet Center services also include referral for benefits assistance, liaison with community agencies, substance abuse information and referral, job counseling and placement, and community education. All services are free and confidential.

**Tapestry Health**

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

(413) 586-2016 (Office line for information)

296 Nonotuck St.

Florence, MA 01062

<http://www.tapestryhealth.org>

Tapestry Health provides services to recent immigrants, uninsured and under-insured persons, injection drug users, the homeless, and men and women with HIV/AIDS, regardless of their ability to pay. Tapestry Health has sites in Hampden, Hampshire, Franklin, and Berkshire Counties, and its professional team includes clinicians, counselors, case managers, outreach workers, community health educators, and nutritionists. Among the services that Tapestry offers are needle exchange programs, efforts to halt the spread of HIV and other sexually transmitted infection, and nutrition education.

**WestMass Elder Care, Inc. (WMEC)**

1-800-462-2301 (Toll-free Hotline for answers to elders' questions)

(413) 538-9020 (Main line for information and referral)

4 Valley Hill Rd.

Holyoke, MA 01040

<http://www.wmelder-care.org>

WestMass Elder Care, Inc. is an Aging Services Access Point and an Area Agency on Aging that serves the communities of Belchertown, Chicopee, Granby, Holyoke, Ludlow, South Hadley, and Ware. WMEC strives to preserve the dignity, independence, and quality of life of people age 60 and older and disabled persons who want to remain within their own community. To meet these goals, WMEC offers services and resources that include, but are not limited to, the following: options counseling (free, short-term planning service), home care (services to allow frail elders to remain in their own homes), money management, and food and nutrition services with opportunities to socialize.



## **NATIONWIDE RESOURCES**

### **HOUSING**

#### **Administration for Community Living (ACL)**

1-800-677-1116 (Toll-free line of Eldercare Locator, which finds local resources for the caller)

(202) 619-0724 (Line for public inquiries)

Administration for Community Living

Washington, D.C. 20201 (Mailing address)

One Massachusetts Ave., NW (Physical address)

Washington, D.C. 20001

[www.acl.gov](http://www.acl.gov)

The Administration for Community Living was created out of a belief that all Americans, including people with disabilities and older adults, should be able to live at home with the supports they need to participate in their communities. The ACL serves as the Federal agency responsible for increasing access to community supports, while focusing attention and resources on the unique needs of the elderly and people with disabilities. Note: The Administration on Aging, or AoA, is now part of the ACL.

#### **Eldercare Locator**

1-800-677-1116 (Toll-free line: info on elderly services)

[www.eldercare.gov](http://www.eldercare.gov)

The Eldercare Locator is a free on-line public service of the U.S. Administration on Aging. The Locator connects an on-line user to services for older adults in the areas of health, legal and financial issues, housing, transportation, and elder abuse prevention. An Information Specialist is available for an on-line chat during the hours of 9 a.m. to 8 p.m. Monday through Friday.

#### **National Association of Area Agencies on Aging (N4A)**

1-800-677-1116 (Toll-free Eldercare Locator Hotline: helps consumer connect to local resources)

(202) 872-0888 (Main office line for information)

1730 Rhode Island Ave., NW

Suite 1200

Washington, DC 20036

<http://www.n4a.org>

The National Association of Area Agencies on Aging is a nationwide network of nonprofit agencies—Area Agencies on Aging, or AAAs, and Title VI Native American aging programs—created by the federal government to be one-stop shops with information about programs, services, and housing options for seniors and people with disabilities. Its primary mission is to build the capacity of its members to help people age 60 and older and persons with disabilities live with dignity and choices in their homes and communities for as long as possible. Through its presence in Washington, D.C., N4A advocates on behalf of the local aging agencies to ensure that needed resources and support services are available to older Americans and people with disabilities.

**National Coalition of Homeless Veterans (NCHV)**

1-877-424-3838 (Toll-free line for 24/7 crisis assistance)

1-800-838-4357 (Toll-free homeless veterans assistance phone line)

(202) 546-1969 (Office line for information)

333 ½ Pennsylvania Ave., SE

Washington, D.C. 20003

<http://www.nchv.org>

The National Coalition of Homeless Veterans aims to end homelessness among veterans by shaping public policy, promoting collaboration, and building the capacity of service providers. NCHV is the resource and technical assistance center for a national network of community-based service providers and local, state, and federal agencies that provide emergency and supportive housing, food, health services, job training and placement assistance, legal aid, and case management support for homeless veterans. NCHV's advocacy strengthens funding for virtually every federal homeless veteran assistance program. Through conferences, consultations, publications, and its website, NCHV provides guidance and information about program development, administration, governance, and funding to all the nation's homeless veteran service providers.

**Veterans Affairs Supportive Housing (VASH)**

1-877-424-3838 (Toll-free line to access the VA's services for homeless and at-risk vets, open 24/7)

1-800-827-1000 (Toll-free line for information about benefits)

1-877-222-8387 (Toll-free line for information about health care)

1-800 -273-8255 (Toll-free Crisis Line; Press 1)

Dept. of Veterans Affairs

810 Vermont St., NW

Washington, D.C. 20420

[www.va.gov/homeless](http://www.va.gov/homeless)

The U.S. Department of Housing and Urban Development and VA Supportive Housing Program partner to provide permanent supportive housing and treatment services for homeless veterans in a program known as HUD-VASH, or simply VASH. This program provides rental assistance vouchers specifically targeted to homeless veterans. Public housing authorities work closely with Veteran Affairs Medical Centers to manage the program. In addition to the rental assistance, VA Medical Centers provide supportive services and case management to eligible homeless veterans. This program allows veterans and their families to live in market rate rental housing while the VA provides case management services. A housing subsidy is paid to the landlord directly by the local public housing authority on behalf of the participating veteran. The veteran then pays the difference between the actual rent charged by the landlord and the amount subsidized by the program. The case management services facilitate the attainment of the veteran's recovery goals. Note: The VASH program is intended for the most vulnerable veterans and provides special services for women veterans, those recently returning from combat zones, and veterans with disabilities.

## **HEALTH and SAFETY**

### **Administration for Community Living (ACL)**

1-800-677-1116 (Toll-free line of Eldercare Locator, which finds local resources for the caller)

(202) 619-0724 (Line for public inquiries)

Administration for Community Living

Washington, D.C. 20201 (Mailing address)

One Massachusetts Ave., NW (Physical address)

Washington, D.C. 20001

[www.acl.gov](http://www.acl.gov)

The Administration for Community Living was created out of a belief that all Americans, including people with disabilities and older adults, should be able to live at home with the supports they need to participate in their communities. The ACL now serves as the Federal agency responsible for increasing access to community supports, while focusing attention and resources on the unique needs of older Americans and people with disabilities across the lifespan. Note: The Administration on Aging, or AoA, is now part of the ACL.

### **Alzheimer's Association**

1-800-272-3900 (24/7 Helpline)

Alzheimer's Association National Office

225 N. Michigan Ave., 17<sup>th</sup> Floor

Chicago, IL 60601

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

The Alzheimer's Association is a voluntary health organization in Alzheimer's care, support, and research. Its mission is to eliminate Alzheimer's disease through the findings of research; to provide care and support for anyone who is affected by the disease; and to reduce the risk of dementia through the promotion of brain health. The Alzheimer's website offers a free weekly e-newsletter, which contains the latest news and advances in Alzheimer's treatment, care, and research. In the website there is also open access to the journal *Alzheimer's and Dementia* and information on clinical trials, tips for living with Alzheimer's by a panel of younger-onset Alzheimer's patients, and web links to Alzheimer's information created by government agencies and private organizations.

### **American Diabetes Association**

1-800-342-2383 (Toll-free line for information and answers to questions about diabetes)

1-888-342-2383 (Toll-free line for information about the diabetes programs offered locally)

1701 N. Beauregard St.

Alexandria, VA 22311

[www.diabetes.org/in-my-community/awareness-programs/older-adults/](http://www.diabetes.org/in-my-community/awareness-programs/older-adults/)

Since diabetes influences longevity, functional status, and risk of institutionalization for older adults, it is important to get accurate information on how to lower risk for diabetes and how to reduce the burden of living with the disease. The website of the American Diabetes Association offers information about research on diabetes, cooking and exercise tips, an on-line 'community' for discussion, and a free resource for downloading, "Living Healthy with Diabetes: A Guide for Adults 55 and up". To address the needs of older adults and increase the level of awareness about the high prevalence of diabetes and pre-diabetes among seniors, the American Diabetes Association is developing an

outreach program for individuals 65 and older. The program, called the Senior Signature Series, is a half-day event designed to help attendees learn more about diabetes and its management.

### **American Geriatrics Society (AGS)**

(212) 308-1414 (Office line for information)

40 Fulton St., 18<sup>th</sup> Floor

New York, NY 10038

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

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

The American Geriatrics Society is an organization of health professionals devoted to improving the health, independence, and quality of life of all older people. To this end, the AGS offers assistance in identifying health care professionals for older adults and a referral service on-line for geriatric specialists. The Health in Aging site of the AGS is a one-stop, comprehensive source of up-to-date information about what to do to stay healthy and what to do when health problems arise in later life. The site's *Aging & Health: A to Z* section offers information on more than 60 health conditions that are common among older people, including symptoms, causes, diagnosis, and treatment options.

### **American Parkinson Disease Association (APDA)**

1-800-223-2732 (Toll-free line for information)

(718) 981-8001 (National office line)

(617) 638-8466 (Dept. of Neurology Information & Referral Center)

135 Parkinson Ave.

Staten Island, NY 10305

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

The American Parkinson Disease Association offers the following on-line resources to those who visit its website: E-Newsletter, educational materials, listings of positive lifestyle programs, and information about current research. The Massachusetts and New Hampshire Information & Referral Center is located in the Boston University School of Medicine.

### **Grace After Fire**

1-800-362-6477 (Toll-free line for information)

P.O. Box 185804

Fort Worth, TX 76181

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

Grace After Fire strives to provide the means for women veterans to gain self-knowledge and self-renewal after serving their country. It carries out this mission by listening to each woman veteran and her needs upon returning home. Grace After Fire assists the woman in her transition back into civilian life during a period that may include depression, trauma from military sexual assault, substance abuse, or PTSD. Grace After Fire gives women veterans a chance to connect, listen to each other, and heal.

### **Lewy Body Dementia Association (LBDA)**

1-800-539-9767 (Toll-free LBDA line)

(404) 935-6444 (National office line)

912 Killian Hill Rd., S.W. (Mailing address)

Lilburn, GA 30047

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

The Lewy Body Dementia Association strives to raise awareness of Lewy Body Dementia, support people with LBD and their families, and promote scientific advances in the disease. The website contains the following resources: LBD newsletter, email updates, and opportunities to participate in on-line community discussions.

### **National Association of Area Agencies on Aging (N4A)**

1-800-677-1116 (Toll-free Eldercare Locator Hotline: helps consumer connect to local resources)

(202) 872-0888 (Main office line for information)

1730 Rhode Island Ave., NW

Suite 1200

Washington, DC 20036

<http://www.n4a.org>

The National Association of Area Agencies on Aging is a nationwide network of nonprofit agencies—Area Agencies on Aging, or AAAs, and Title VI Native American aging programs—created by the federal government to be one-stop shops with information about programs, services, and housing options for seniors and people with disabilities. Its primary mission is to build the capacity of its members to help people age 60 and older and persons with disabilities live with dignity and choices in their homes and communities for as long as possible. Through its presence in Washington, D.C., N4A advocates on behalf of the local aging agencies to ensure that needed resources and support services are available to older Americans and people with disabilities.

### **National Center for PTSD**

(857) 364-4145 (Contact line for program assistant)

Women's Health Sciences Division (116B-3)

VA Boston Healthcare System

150 South Huntington St.

Jamaica Plain, MA 02130

<http://www.ptsd.va.gov/PTSD/about/divisions/womens-health/>

The Women's Health Sciences Division focuses on the unique issues of women and PTSD, especially on treatment efficacy. This Division has pioneered research on the psychological impact of military service on women veterans. The specific areas of research include the impact of sexual assault and military sexual trauma, the effect of PTSD on women's health and medical problems, treatment dissemination and training, and development of effective techniques for psychological assessment.

### **National Council on Aging (NCOA)**

(202) 479-1200

1901 L St., NW, 4<sup>th</sup> Floor

Washington, D.C. 20036

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

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

The National Council on Aging is a nonprofit service and advocacy organization that works to help seniors find jobs and benefits, improve their health, live independently, and remain active in their communities. The Benefits Check-Up (see website listing above) is a free service of the NCOA to help identify federal, state, and private benefits programs that could save money and cover the costs of

everyday expenses.

### **The Savvy Senior**

(405) 360-4228 (Office line for information)

P.O. Box 5443

Norman, OK 73070

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

The Savvy Senior is a free weekly Senior Newswire service that contains an information column for older adults and offers unbiased information to answer their questions about health, medicine, scams, benefits, and money.

### **Veterans Affairs Supportive Housing (VASH)**

1-877-424-3838 (Toll-free line to access the VA's services for homeless and at-risk vets, open 24/7)

1-800-827-1000 (Toll-free line for information about benefits)

1-877-222-8387 (Toll-free line for information about health care)

1-800 -273-8255 (Toll-free Crisis Line; Press 1)

Dept. of Veterans Affairs

810 Vermont St., NW

Washington, D.C. 20420

[www.va.gov/homeless](http://www.va.gov/homeless)

The U.S. Department of Housing and Urban Development and VA Supportive Housing Program partner to provide permanent supportive housing and treatment services for homeless veterans in a program known as HUD-VASH, or simply VASH. This program provides rental assistance vouchers specifically targeted to homeless veterans. Public housing authorities work closely with Veteran Affairs Medical Centers to manage the program. In addition to the rental assistance, VA Medical Centers provide supportive services and case management to eligible homeless veterans. This program allows veterans and their families to live in market rate rental housing while the VA provides case management services. A housing subsidy is paid to the landlord directly by the local public housing authority on behalf of the participating veteran. The veteran then pays the difference between the actual rent charged by the landlord and the amount subsidized by the program. The case management services facilitate the attainment of the veteran's recovery goals. Note: The VASH program is intended for the most vulnerable veterans and provides special services for women veterans, those recently returning from combat zones, and veterans with disabilities.

## **SOCIAL SERVICES**

### **Eldercare Locator**

1-800-677-1116 (Toll-free line: info on elderly services)

[www.eldercare.gov](http://www.eldercare.gov)

The Eldercare Locator is a free on-line public service of the U.S. Administration on Aging. The Locator connects an on-line user to services for older adults in the areas of health, legal and financial issues, housing, transportation, and elder abuse prevention. An Information Specialist is available for an on-line chat during the hours of 9 a.m. to 8 p.m. Monday through Friday.

### **Grace After Fire**

1-800-362-6477 (Toll-free line for information)

P.O. Box 185804

Fort Worth, TX 76181

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

Grace After Fire strives to provide the means for women veterans to gain self-knowledge and self-renewal after serving their country. It carries out this mission by listening to each woman veteran and her needs upon returning home. Grace After Fire assists the woman in her transition back into civilian life during a period that may include depression, trauma from military sexual assault, substance abuse, or PTSD. Grace After Fire gives women veterans a chance to connect, listen to each other, and heal.

### **Lewy Body Dementia Association (LBDA)**

1-800-539-9767 (Toll-free LBDA line)

(404) 935-6444 (National office line)

912 Killian Hill Rd., S.W. (Mailing address)

Lilburn, GA 30047

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

The Lewy Body Dementia Association strives to raise awareness of Lewy Body Dementia, support people with LBD and their families, and promote scientific advances in the disease. The website contains the following resources: LBD newsletter, email updates, and opportunities to participate in on-line community discussions.

### **National Center for PTSD**

(857) 364-4145 (Contact line for program assistant)

Women's Health Sciences Division (116B-3)

VA Boston Healthcare System

150 South Huntington St.

Jamaica Plain, MA 02130

<http://www.ptsd.va.gov/PTSD/about/divisions/womens-health/>

The Women's Health Sciences Division focuses on the unique issues of women and PTSD, especially on treatment efficacy. This Division has pioneered research on the psychological impact of military service on women veterans. The specific areas of research include the impact of sexual assault and military sexual trauma, the effect of PTSD on women's health and medical problems, treatment dissemination and training, and development of effective techniques for psychological assessment.



### **National Center on Elder Abuse (NCEA)**

1-800-677-1116 (Toll-free line of Eldercare Locator; finds help for older adults in abusive situations)

1-855-500-3537 (NCEA line during normal business hours)

National Center on Elder Abuse, c/o University of CA – Irvine

Program in Geriatric Medicine

101 The City Drive South

200 Building

Orange, CA 92868

[www.ncea.aoa.gov](http://www.ncea.aoa.gov)

The National Center on Elder Abuse is dedicated to the prevention of elder mistreatment. The NCEA disseminates elder abuse information to professionals and the public, and provides technical assistance and training to states and community-based organizations. It is a resource for social services and health care practitioners, advocates, and families as well as for the justice system. The NCEA operates a list-serve forum for professionals and provides subject matter expertise on program development. It is *not* a reporting or investigating agency.

### **The Savvy Senior**

(405) 360-4228 (Office line for information)

P.O. Box 5443

Norman, OK 73070

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

The Savvy Senior is a free weekly Senior Newswire service that contains an information column for older adults and offers unbiased information to answer their questions about health, medicine, scams, benefits, and money.

### **Services & Advocacy for GLBT Elders (SAGE)**

(212) 741-2247 (Information line)

305 Seventh Ave., 15<sup>th</sup> Floor (SAGE headquarters)

New York, New York 10001

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

Services & Advocacy for GLBT Elders is the nation's largest organization dedicated to improving the lives of lesbian, gay, bisexual, and transgender (LGBT) older adults. SAGE offers supportive services and consumer resources for LGBT older adults and their caregivers, advocates for public policy changes that address the needs of LGBT older people, and provides training for aging providers and LGBT organizations. SAGE's mission is to address issues related to LGBT aging, support and advocate for the rights of these elders, and promote positive images of LGBT life in later years. SAGE leads the National Resource Center on LGBT Aging, which provides technical assistance aimed at improving the quality of services and supports that are offered to LGBT older adults.

### **Social Security Benefits**

1-800-772-1213 (Toll-free Social Security line for information)

1-800-325-0778 (Toll-free TTY line for information about Social Security)

1-800-333-4636 (Toll-free line of National Contact Center; info about how to apply for assistance)

<http://www.ssa.gov/retirement/about.htm>

The Social Security Administration, or SSA, is a U.S. government agency created to assist people living

in retirement. The Social Security program of benefits is based on contributions that workers make into the system. While people are employed, they pay into Social Security. When they retire, they receive their benefits. Contributions that workers make take the form of the Federal Insurance Contributions Act, or FICA taxes. These taxes are withheld from most paychecks. The taxes are then used to support Social Security. The benefit known as Supplemental Security Income, or SSI, is a government program that provides stipends to low-income people who are either 65 (or older), blind, or disabled and have a limited income, limited resources, and are U.S. citizens or nationals. Social Security Disability Insurance, or SSDI, is a government program that provides stipends to anyone over age 18 who has a medically determinable physical or mental impairment that results in the inability to do any substantial gainful activity and that can be expected to result in death or that has lasted for a continuous period of no fewer than 12 months. A case manager or the person seeking retirement or other social security benefits may apply on-line for benefits by going to the website listed above.

### **VA Center for Women Veterans**

1-855-829-6636 (Toll-free line for women veterans)

202-273-6193 (Office line for information)

Dept. of Veterans Affairs (OOW)

810 Vermont Ave., NW

Washington, DC 20420

[www.va.gov/womenvet](http://www.va.gov/womenvet)

The VA Center for Women Veterans of the U.S. Dept. of Veterans Affairs is set up to ensure that women veterans are treated with dignity and respect and have access to VA benefits and services on par with male veterans. In addition, the Center's programs strive to be responsive to the gender-specific needs of women veterans and to improve, through outreach, women veterans' awareness of services, benefits, and eligibility criteria.

### **Veterans Affairs Supportive Housing (VASH)**

1-877-424-3838 (Toll-free line to access the VA's services for homeless and at-risk vets, open 24/7)

1-800-827-1000 (Toll-free line for information about benefits)

1-877-222-8387 (Toll-free line for information about health care)

1-800 -273-8255 (Toll-free Crisis Line; Press 1)

Dept. of Veterans Affairs

810 Vermont St., NW

Washington, D.C. 20420

[www.va.gov/homeless](http://www.va.gov/homeless)

The U.S. Department of Housing and Urban Development and VA Supportive Housing Program partner to provide permanent supportive housing and treatment services for homeless veterans in a program known as HUD-VASH, or simply VASH. This program provides rental assistance vouchers specifically targeted to homeless veterans. Public housing authorities work closely with Veteran Affairs Medical Centers to manage the program. In addition to the rental assistance, VA Medical Centers provide supportive services and case management to eligible homeless veterans. This program allows veterans and their families to live in market rate rental housing while the VA provides case management services. A housing subsidy is paid to the landlord directly by the local public housing authority on behalf of the participating veteran. The veteran then pays the difference between the actual rent charged by the landlord and the amount subsidized by the program. The case management services

facilitate the attainment of the veteran's recovery goals. Note: The VASH program is intended for the most vulnerable veterans and provides special services for women veterans, those recently returning from combat zones, and veterans with disabilities.

## **EDUCATION**

### **Lewy Body Dementia Association (LBDA)**

1-800-539-9767 (Toll-free LBDA line)  
 (404) 935-6444 (National office line)  
 912 Killian Hill Rd., S.W. (Mailing address)  
 Lilburn, GA 30047

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

The Lewy Body Dementia Association strives to raise awareness of Lewy Body Dementia, support people with LBD and their families, and promote scientific advances in the disease. The website contains the following resources: LBD newsletter, email updates, opportunities to participate in on-line community discussions.

### **National Center for PTSD**

(857) 364-4145 (Contact line for program assistant)  
 Women's Health Sciences Division (116B-3)  
 VA Boston Healthcare System  
 150 South Huntington St.  
 Jamaica Plain, MA 02130

<http://www.ptsd.va.gov/PTSD/about/divisions/womens-health/>

The Women's Health Sciences Division focuses on the unique issues of women and PTSD, especially on treatment efficacy. This Division has pioneered research on the psychological impact of military service on women veterans. The specific areas of research include the impact of sexual assault and military sexual trauma, the effect of PTSD on women's health and medical problems, treatment dissemination and training, and development of effective techniques for psychological assessment.

### **National Coalition of Homeless Veterans (NCHV)**

1-877-424-3838 (Toll-free line for 24/7 crisis assistance)  
 1-800-838-4357 (Toll-free homeless veterans assistance phone line)  
 (202) 546-1969 (Office line for information)  
 333 ½ Pennsylvania Ave. SE  
 Washington, D.C. 20003

<http://www.nchv.org>

The National Coalition of Homeless Veterans aims to end homelessness among veterans by shaping public policy, promoting collaboration, and building the capacity of service providers. NCHV is the resource and technical assistance center for a national network of community-based service providers and local, state, and federal agencies that provide emergency and supportive housing, food, health services, job training and placement assistance, legal aid, and case management support for homeless veterans. NCHV's advocacy strengthens funding for virtually every federal homeless veteran assistance program. Through conferences, consultations, publications, and its website, NCHV provides guidance and information about program development, administration, governance, and funding to all the nation's homeless veteran service providers.

**National Council on Aging (NCOA)**

(202) 479-1200  
1901 L St.,NW, 4<sup>th</sup> Floor  
Washington, D.C. 20036

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

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

The National Council on Aging is a nonprofit service and advocacy organization that works to help seniors find jobs and benefits, improve their health, live independently, and remain active in their own communities. The Benefits Check-Up (see website above) is a free service of the NCOA to help seniors identify federal, state, and private benefits programs that could help them save money and cover the costs of everyday expenses.

**The Savvy Senior**

(405) 360-4228 (Office line for information)  
P.O. Box 5443  
Norman, OK 73070

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

The Savvy Senior is a free weekly Senior Newswire service that contains an information column for older adults and offers unbiased information to answer their questions about health, medicine, scams, benefits, and money.

**Senior Service America, Inc. (SSAI)**

(301) 578-8900 (Main line for information)  
8403 Colesville Rd., Suite 1200  
Silver Spring, MD 20910

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

Senior Service America strives to help low-income and other disadvantaged older adults become self-sufficient. Begun as an advocacy organization, SSAI now operates the Senior Community Service Employment Program (SCSEP), which provides an on-the-job training and employment program to help those aged 55 and older update their jobs skills, build work experience, and obtain economic security. Special consideration is given to those who are 65 and older, have a disability, are limited in English proficiency or literacy skills, live in a rural area, are a veteran, have low employment prospects, or are homeless or at risk of homelessness. SSAI runs two other programs for those 55 and older: the Senior Environmental Employment (SEE) program and the Agriculture Conservation Experienced Services (ACES) program. SEE provides workers with the opportunity to assist the Environmental Protection Agency on federal, state, and local environmental projects such as pollution prevention, abatement, and control. ACES offers individuals temporary paid assignments to provide technical services in support of the conservation-related programs of the U.S. Department of Agriculture.

**Services & Advocacy for GLBT Elders (SAGE)**

(212) 741-2247 (Information line)  
305 Seventh Ave., 15<sup>th</sup> Floor (SAGE headquarters)  
New York, New York 10001

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

Services & Advocacy for GLBT Elders is the nation's largest organization dedicated to improving the

lives of lesbian, gay, bisexual, and transgender (LGBT) older adults. SAGE offers supportive services and consumer resources for LGBT older adults and their caregivers, advocates for public policy changes that address the needs of LGBT older people, and provides training for aging providers and LGBT organizations. SAGE's mission is to address issues related to LGBT aging, support and advocate for the rights of these elders, and promote positive images of LGBT life in later years. SAGE leads the National Resource Center on LGBT Aging, which provides technical assistance aimed at improving the quality of services and supports that are offered to LGBT older adults.

## APPENDIX

### GLOSSARY

- **AAAs:** Area Agencies on Aging refer to a nationwide network of nonprofit agencies created by the federal government to be one-stop shops with information about programs, services, and housing options. Note: In Massachusetts, many senior agencies are combined ASAPs/AAAs.
- **ADH:** Adult Day Health is a program of health and social services for seniors and disabled adults at risk of institutionalization. Services include nursing care, medication assistance, physical and other therapies, personal care assistance, lunch, and social/recreational activities.
- **ADLs:** Activities of daily living refer to personal care tasks, which include bathing, grooming, dressing/undressing, toileting, transferring from a bed or chair, range-of-motion exercising, taking medicines, and getting around the home.
- **AFC:** Adult Foster Care, also called Adult Family Care, is a program for frail elderly adults and adults with disabilities who cannot live alone safely but want to live in a family setting rather than in a nursing home or other facility. AFC adults live with trained paid caregivers who provide meals, companionship, personal care, and 24-hour supervision.
- **800AgeInfo:** 800AgeInfo is a website <https://www.800ageinfo.com/learncenter.asp?id=178412> as well as a toll-free phone number (1-800-243-4636) that seniors can use to obtain information about programs and services available to them in Massachusetts. 800AgeInfo is a joint project of the Massachusetts Office of Elder Affairs and the Mass Home Care Association.
- **AHVP:** Alternative Housing Voucher Program is a state-funded rental assistance program for low-income disabled people under the age of 60. Depending on whether or not utilities are included in the rent, tenants pay either 25 or 30% of their net income to the landlord and the state's housing authority pays the remainder.
- **ALR:** Assisted living residence is housing for seniors and disabled persons that includes room, board, personal care services, and other support services. ALRs are designed for people who cannot live safely on their own but can perform many activities independently.
- **APS:** Adult Protective Services refer to the steps taken by a caseworker whenever a report of elder abuse is filed. First, the caseworker investigates the report to determine the type and extent of abuse. The caseworker then works with the senior who filed the report and his/her caregivers to develop a protective service care plan. The protective service care plan may include counseling, legal help, home health care, safety planning, and housing.
- **ARC:** The Aging Right in the Community Project is a collaborative effort of the Elders Living at Home Program and the Medical Legal Partnership Boston. The ARC Project provides intensive case management and legal services to people 55 and older with a history and ongoing risk of homelessness and those whose chronic disabilities put them at risk for losing their housing.
- **ASAPs:** Aging Services Access Points refer to a network of non-profit and state agencies that manage community-based long-term care services for MassHealth-eligible seniors. These agencies perform screenings and case management, authorize services, and provide information and referral, protective services, and some nutrition services. ASAPs work with Area Agencies on Aging (above) to make sure that seniors have access to all essential services.
- **ASO:** AIDS Service Organization refers to any community organization that provides services to people living with and affected by HIV.



- **CAAs:** Community Action Agencies are non-profit human service organizations that fight poverty by providing emergency assistance to people in crisis and by offering programs to help people find jobs, housing, food, and educational opportunities.
- **CCRCs:** Continuing Care Retirement Communities are living environments that provide housing, personal services, and health care, usually in one location, so that residents can “age in place”.
- **Chapter 40B:** Chapter 40B is a state statute that enables local Zoning Boards of Appeals to approve affordable housing developments under flexible rules if at least 20-25% of the units have long-term affordability restrictions.
- **CHCs:** Community Health Centers refers to local health care clinics that provide patients with a wide range of outpatient health care services, including medical, dental, social, and mental health services. Note: All CHCs in Massachusetts offer health care and support services to people living with HIV/AIDS.
- **COAs:** Councils on Aging, also known as Senior Centers, are local volunteer organizations that offer information and direct services to seniors with aging issues. As part of the city or town's government, COAs work with other senior agencies and city/town departments to provide social, recreational, health, safety, and educational programs for seniors in their communities.
- **CoCs:** Continuums of Care are programs in which regional or local planning bodies combine state and federal funds to provide homeless assistance services and supported housing for primarily long-term homeless families and individuals with one or multiple disabilities. In Massachusetts, there are 18 CoCs.
- **Congregate Housing:** Congregate Housing is a shared living environment designed to integrate the housing and services needs of elders and disabled individuals. Its goal is to increase self-sufficiency by providing supportive services in a residential setting that is neither a nursing home nor a medical care facility.
- **Countable assets:** Countable assets, or resources, are money or property that a person owns, which is considered in determining eligibility for a program benefit.
- **DCJIS:** The Dept. of Criminal Justice Information Services is the Massachusetts agency in charge of the criminal justice information system, which includes CORI information.
- **DCS:** The Division of Career Services, formerly part of the Division of Employment and Training, is the Massachusetts agency in charge of employment service programs, the Workforce Training Fund, and the One-Stop Career Centers.
- **DDS:** The Dept. of Developmental Services is the state agency that provides specialized services and supports for eligible people with developmental disabilities attributable to an intellectual disability or other neurological condition such as cerebral palsy, epilepsy, or autism.
- **Dementia day care:** Dementia day care is a program of services for people with Alzheimer's Disease and related conditions who need a secure setting and supervision. Programs include health monitoring and activities designed for people with memory loss or confusion. Note: Nursing care is not available in dementia day care.
- **DHCD:** The Dept. of Housing and Community Development is the state agency in charge of housing, rental assistance programs, fuel assistance, homelessness prevention, community development, and other state and federally funded anti-poverty programs.
- **DHS:** The Division of Housing Stabilization is the emergency assistance arm of the Executive Office of Housing and Economic Development. DHS is charged with preventing homelessness, sheltering those for whom homelessness is unavoidable, and rapidly re-housing homeless individuals in stable, permanent housing.
- **DMH:** The Dept. of Mental Health is the state agency in charge of making sure that services and

supports are in place to meet the mental health needs of Massachusetts residents.

- **DTA:** The Dept. of Transitional Assistance, formerly known as the Dept. of Public Welfare, is the state agency in charge of cash assistance, SNAP (food assistance), and other services for eligible individuals. Note: DTA is no longer in charge of emergency shelter.
- **DUA:** The Dept. of Unemployment Assistance is the Massachusetts government department that administers the Unemployment Insurance (UI) program.
- **EAEDC:** Emergency Aid to Elders, Disabled, and Children is a Massachusetts-funded program that provides cash and medical assistance to needy individuals who are not receiving TAFDC, SSI, or other similar benefits.
- **ELAHP:** The Elders Living at Home Program is a collaboration with Boston Medical Center. Frail, elderly people who have become homeless are given intense case management and assessment services in a safe residential setting. As a result, most of the elderly can maintain their housing and remain independent.
- **Elder abuse:** Elder abuse is the term used to describe any of the following situations: the serious physical or emotional harm of an elderly person, defined as someone who is 60 or older; the theft or misuse of an elderly person's money or property; the neglect of an elderly person by a caretaker. Note: Elder abuse also may be self-abuse when a senior living alone does not take proper care of him/herself.
- **Elder-specific housing:** "Elder-specific" housing generally refers to living environments open to people who are 60 and older. They include retirement (independent living) communities, Assisted Living Residences, Continuing Care Retirement Communities, Adult Foster Care, and Nursing Homes.
- **Emergency shelter for adults:** Emergency shelter for adults is any facility that provides temporary housing and support services to homeless individuals without children. Note: This kind of shelter has no income limits and does not ask for proofs.
- **EOEA:** The Executive Office of Elder Affairs represents a statewide network set up to allow people to age with independence and dignity. Through ASAPs, COAs, and Senior Centers across Massachusetts, the EOEA provides the following services: home care, nutrition programs, health and wellness services, protective services, housing options, and counseling services.
- **EOLWD:** The Executive Office of Labor and Workforce Development is the Massachusetts office in charge of unemployment insurance, state employment and training programs, career centers, workers' compensation, apprenticeship programs, and worker safety and health. The EOLWD oversees the Dept. of Unemployment Assistance, the Dept. of Career Services, and other labor and workforce-related departments, boards, and councils.
- **ESG:** Emergency Solutions Grant is a program that assists homeless households and those at risk of homelessness by providing the services necessary to help them quickly regain stable housing after experiencing a housing crisis and/or homelessness.
- **ESRD:** End-Stage Renal Disease is a medical condition in which a person's kidneys stop functioning, leading to the need for a regular course of long-term dialysis or a kidney transplant in order to maintain life. ESRD is a basis for Medicare eligibility for people under 65.
- **Feasible alternative housing:** Feasible alternative housing is a term used to mean any other place to live, if one is homeless, that is safe for human habitation, including doubling up with relatives or friends.
- **FPG or FPIG:** Federal Poverty Guidelines or Federal Poverty Income Guidelines are income limits set annually by the U.S. government as a measure of poverty. FPG, which come from the U.S. Dept. of Health and Human Services, are used to decide eligibility for some assistance programs.

- **GAFC:** Group Adult Foster Care is a MassHealth program that pays for personal care services and medication management for eligible seniors and adults with disabilities who live in GAFC-approved housing. Note: GAFC does not pay for housing costs.
- **HHG:** Home and Healthy for Good is a state-wide initiative coordinated by the Massachusetts Housing and Shelter Alliance. Using a “housing first” strategy, the HHG program provides housing placement and supportive services for chronically homeless individuals.
- **HHS:** Health and Human Services is the Massachusetts agency charged with providing access to affordable, quality health care; creating safe communities by preventing violence, abuse, and neglect; providing job opportunities, especially for refugees, veterans, and disabled individuals; and enabling the elderly and disabled to live independently in their own communities by making home and community-based services easily accessible.
- **HIV/AIDS:** Human immunodeficiency virus (HIV) is transmitted through body fluids during sexual contact, injection drug use, or blood transfusion. This virus affects specific cells, called T cells, of the immune system. Over time, HIV can destroy so many T cells that the body is no longer able to fight off infections and disease. At this point, HIV can lead to acquired immunodeficiency syndrome (AIDS). People with AIDS can contract infections and cancers that rarely occur in healthy people.
- **HMO:** A health maintenance organization is a group of physicians and other health care providers who work together to provide health care for their membership.
- **Home Care Program:** Home Care Program refers to a system of support services to help seniors live independently in their own homes. To qualify, seniors must be over 60 and meet need and financial eligibility guidelines. Note: There may be a monthly co-payment for services.
- **Hospice care:** Hospice care is a type and philosophy of care that focuses on the palliation of a seriously ill or terminally ill patient's pain and other symptoms and also attends to his or her emotional and spiritual needs. Care may be given in the patient's home or in a hospice facility.
- **HUD:** Housing and Urban Development refers to the U.S. government agency that oversees federal rent assistance, fair housing laws, homeownership loans, and other housing programs.
- **ICHH:** The Interagency Council on Housing and Homelessness is the body responsible for implementing the state's plan to prevent and end homelessness. The ICHH is working on several initiatives to increase effectiveness and collaboration among state agencies and with community partners.
- **Legal Services:** Legal Services are programs throughout Massachusetts that provide free legal assistance to low-income and elderly residents. Legal Services offer legal help with housing issues, government benefits, family law, and other non-criminal legal issues.
- **LIHEAP:** The Low Income Home Energy Assistance Program, known as Fuel Assistance, provides eligible households with help in paying a portion of winter heating bills. LIHEAP provides assistance through a fixed benefit amount for the cost of the primary source of heat, which includes, but is not limited to, natural gas, oil, electricity, propane, kerosene, wood, and coal.
- **LTCFs:** Long-term care facilities may be nursing homes, skilled nursing facilities, or assisted living facilities that provide a variety of services, both medical and personal care, to people who are unable to live independently in the community.
- **MassHealth:** MassHealth is a state health insurance program that pays for medical care for eligible low- and medium-income residents of Massachusetts.
- **Medicaid:** Medicaid is a government health insurance program for low-income people of all ages, including the elderly and people with disabilities. Note: Medicaid is part of MassHealth.
- **Medicare:** Medicare is a national health insurance program for people 65 and older and for younger

people with disabilities. The program helps pay for medical care and hospital costs. To be eligible for Medicare, a person must be a U.S. citizen or a legal U.S. resident.

- **Medicare Part A:** Medicare Part A is hospital insurance that helps pay for inpatient hospital stays, care in a skilled nursing facility, hospice care, and some home health care.
- **Medicare Part B:** Medicare Part B is medical insurance that helps pay for doctors' services, outpatient hospital care, and other medical services that are not covered by Part A.
- **MHSA:** The Massachusetts Housing and Shelter Alliance is a public policy advocacy organization dedicated to ending homelessness in the Commonwealth through permanent residential solutions.
- **MRC:** The Massachusetts Rehabilitation Commission is the state agency in charge of programs that help disabled people live and work independently. The agency offers three programs: Vocational Rehabilitation Program for finding work, Disability Determination Services to decide eligibility benefits, and Community Services Program to help disabled people live on their own.
- **MRRP:** Massachusetts Refugee Resettlement Program offers case management, cash, medical assistance, and employment services to newly arrived refugees who meet the income limits.
- **MRVP:** The Massachusetts Rental Voucher Program is a state-funded rental assistance program for low-income individuals and families. The Program offers tenant-based vouchers, which can be used for any approved apartment, and project-based vouchers, which are restricted to certain rental units or developments.
- **Outpatient care:** Outpatient care is care given to a patient in a doctor's office, hospital, or other medical facility where the patient is not admitted and does not stay overnight.
- **PACE:** Program All-inclusive Care for the Elderly is an elder service plan that provides comprehensive medical and social services to frail elders so that they can live in their homes and communities instead of in nursing homes.
- **PAP:** A Patient Assistance Program is a drug company program that provides free or low-cost prescription drugs to patients who cannot otherwise afford them. All major drug companies have patient assistance programs.
- **PCP:** A primary care provider is the physician or other health care professional that a person chooses to be in charge of his/her medical care. The PCP performs check-ups, treats certain illnesses and conditions, and, when needed, makes referrals to specialists.
- **PLWHA:** This is the acronym for 'people living with HIV/AIDS'.
- **Preventive care:** Preventive care is medical care such as checkups, immunizations, and lab tests whose purpose is to prevent future illnesses.
- **Privately owned subsidized housing:** Privately owned subsidized housing is affordable rental housing that is not owned by the government but is owned and managed privately. The government gives financial assistance to the owners to help keep rents low.
- **Project-based rental assistance:** Project-based rental assistance is a Section 8 program developed by HUD to provide rental subsidies for eligible tenants residing in newly constructed, rehabilitated, and existing rental and cooperative apartment projects. Note: If the tenant moves, the rental subsidy is discontinued.
- **Public housing:** Public housing is housing subsidized by public funds. It was established to provide safe and decent rental housing for eligible low-income families, the elderly, and people with disabilities. Public housing is managed by a local public housing authority, or HA.
- **Rent allowance:** Rent allowance is extra money included in the payment given to benefit recipients living in unsubsidized housing to help pay the higher costs of this type of housing.

- **RRCs:** Regional Reentry Centers are facilities that offer a range of services to ex-offenders in Massachusetts. RRCs reduce recidivism and keep communities safer by helping ex-offenders get the services they need. Services include job search and job skills training, mental health and substance abuse services, food and clothing, health care, education, and housing search.
- **RRH:** Rapid re-housing is an important tool in the response to homelessness. RRH places a priority on moving an individual experiencing homelessness into permanent housing as quickly as possible, ideally within 30 days of that individual's becoming homeless. The goal of RRH is to help an individual exit homelessness and not return to shelter.
- **SCCs:** Service Coordination Collaboratives are organizations working together to improve the service system for people living with HIV in different geographic regions of the state. SCCs coordinate client services within their region, ensure that the service system meets the needs of area residents, and improve access to services.
- **SCSEP:** The Senior Community Services Employment Program enables low-income individuals age 55 and older to receive help finding employment. Funded under Title V of the Older Americans Act through the Dept. of Labor, the SCSEP places enrollees in temporary training assignments where they gain on-the-job work experience and training. They also receive counseling and community service assignments at non-profit organizations in their communities prior to transitioning into the private sector.
- **Section 8:** Section 8 is a federal government housing assistance program for low-income individuals and families. It may be in the form of rental vouchers to help pay a tenant's rent, homeownership assistance to help pay a mortgage loan, or project-based subsidies to keep rents low in specific private housing developments.
- **SHINE:** Serving the Health Information Needs of Everyone is a free, volunteer-based health insurance counseling program sponsored by the EOE. SHINE's goal is to help elderly and disabled adults understand their Medicare and MassHealth benefits and other health insurance options.
- **Sliding fee scale:** A sliding fee scale is a variable discounted cost for a service or product, based on factors such as a person's income and family size.
- **SMOC:** South Middlesex Opportunity Council is a multi-service agency set up to improve the quality of life of low-income and disadvantaged individuals by offering nutrition, housing services, employment services, and behavioral health services to people in the greater Worcester area.
- **SNAP:** The Supplemental Nutrition Assistance Program, previously referred to as food stamps, is a government program to help low-income households pay for food. Approval for SNAP depends on a household's size, income, and expenses. People approved for SNAP are given a plastic debit card that can be used to buy food at supermarkets and convenience stores.
- **Social Day Care:** Social Day Care refers to facilities for adults who have no significant medical needs but may benefit from socialization opportunities and need supervision during the day.
- **Social Security:** Social Security is a federal insurance program financed through a dedicated payroll tax. Social Security provides benefits to retirees, the unemployed, or the disabled.
- **SSA:** The Social Security Administration is the U.S. government agency that oversees Social Security retirement and disability benefits, Medicare, and Supplemental Security Income.
- **SSDI:** Social Security Disability Insurance, sometimes abbreviated SSD, is a government program that distributes monthly payments to people who become disabled before they reach retirement age and are not able to work. SSDI is sometimes known as "workers disability".
- **SSI:** Supplemental Security Income is a government program that provides stipends to low-income

people who are 65 or older, blind, or disabled.

- **SSI-G:** The 'G' of SSI-G designates the Supplemental Security Income benefit for people living in approved ALRs and taking part in Group Adult Foster Care. The SSI-G payment level is much higher than the standard SSI benefit, to help pay the higher housing costs of ALRs.
- **Supportive housing:** Supportive housing is public housing for seniors with on-site support services. Residents in supportive housing have 24-hour access to services in their homes, similar to an assisted living facility.
- **Tenant-based voucher:** A tenant-based voucher is a type of rent assistance that a tenant can use for any rental unit of his or her choice, as long as it meets program standards.
- **Transitional housing:** Transitional housing is temporary shelter that may include treatment, employment counseling, crisis intervention, health care, and other support services. Homeless adults with substance abuse, mental health issues, or other problems may be eligible for transitional housing in order to gain the skills and support they need to live independently. Veterans also may be eligible for this type of housing.
- **USCIS:** The United States Citizenship and Immigration Services is the government agency that oversees immigration law and services, including asylum and refugee processing, special status programs, naturalization, and immigration documents.
- **VA:** The Dept. of Veterans Affairs, or the VA, is the government agency in charge of veterans benefits. They include, but are not limited to, health care, education and training, disability compensation, home loans, and vocational rehabilitation.
- **WHN:** Women's Health Network is a program for low- and moderate-income Massachusetts women that offers free breast and cervical cancer screening/counseling at over 90 locations.