EMERGENCY SERVICES/INPATIENT UNITS

Beth Israel Deaconess Medical Center
330 Brookline Ave., Boston ........................................ 617.667.7000
Boston Medical Center
840 Harrison Ave., Boston ........................................ 617.638.8000
Brigham & Women’s Hospital
75 Francis St., Boston ........................................ 617.732.5500
BWH Faulkner Hospital
1153 Centre St., Boston ........................................ 617.983.7000
Carney Hospital
2100 Dorchester Ave., Dorchester ................................ 617.296.4000
Lemuel Shattuck Hospital
170 Morton St., Jamaica Plain .................................... 617.522.8110
Massachusetts General Hospital
55 Fruit St., Boston ........................................ 617.726.2000
The Quincy Center
460 Quincy Ave., Quincy ........................................ 617.801.5120
High-intensity inpatient psychiatric unit for adults
St. Elizabeth’s Medical Center
736 Cambridge St., Brighton ...................................... 617.789.3000
Tufts Medical Center
800 Washington St., Boston ....................................... 617.636.5000

Mental Health – Urgent Care

Arbour Hospital
49 Robinwood Ave., Boston ........................................ 617.522.4400
24-hour evaluations, triage, and admissions
Arbour HRI Hospital
227 Babcock St., Brookline ........................................ 617.731.3200
24-hour evaluations, triage, and admissions
BMC Psychiatric Emergency Services
840 Harrison Ave., Boston ........................................ 617.414.4931
Based in the ED, they provide psychiatric triage, extended evaluations, crisis
intervention for victims of sexual assault & domestic violence, and assistance to
friends and family of medical trauma patients

Bournewood Hospital
300 South St., Brookline ........................................ 617.469.0300
24-hour triage & assessment

Dr. Solomon Carter Fuller Mental Health Center
85 East Newton St., Boston ........................................ 800.981.4357
Urgent care available 7am -11pm, provides crisis evaluations and short-term
crisis treatment

MGH Acute Psychiatry Service
15 Parkman St., Boston ........................................ 617.724.7792
24-hour mental health walk-in at emergency room

Crisis Assistance

Boston Emergency Services Team ...................... 800.981.HELP (4357)
BEST provides 24-hour emergency psychiatric services to adults, families, &
organizations in need of immediate intervention

BMC Psychiatric Emergency
24 Hour On-Call Service ........................................ 617.638.8000
Request the Psychiatrist on call

Help Lines

NAMI Information Help Line .................. 800.950.NAMI (6264)
Trained volunteers provide information, referrals, and support to all who have
questions about or are affected by serious mental illness.

Call2Talk .................................................. 508.532.2255
Confidential mental health and emotional support line that assists individuals
and families through stressful times, helping the despondent and those who may
be suicidal

Hope Center RLC Peer Warm Line .................. 877.733.7563
Warm lines are run by and for consumers who need to talk to someone, but are
not in crisis

Samaritans Statewide Help Line .................. 877.870.4673
Suicide prevention hotline, call or text 24/7
CityPsych Wellness – About Us

CityPsych Wellness, a division of Comfort Home Care, is dedicated to providing nursing to care for patients with traditional medical needs, behavioral health conditions, or in need of comprehensive rehabilitation at home. CityPsych is a valuable community partner throughout the Greater Boston, South Shore, and South Coast regions.

Our skilled nursing and rehabilitation services are based on comprehensive assessments and a team approach that includes the patient, family members, primary care & specialty providers, pharmacists, and community care teams.

Our nursing staff is trained to provide the following services:

- Care for those 18-years & older
- Comprehensive Assessment
- Safety Assessment & Planning
- Diabetic care & education
- Home Health Aides
- Post-acute Care
- Catheter Care
- Physical and Occupational Therapy services
- Medication management, assessment, & continuing education in the disease process
- Case management and community coordination
- Addiction & polysubstance abuse education
- Injectable medication management
- Wound care management and education
- Closed Pulse Irrigation wound certified staff
- IV and PICC line maintenance

With over one-hundred skilled nurses available, we are able to provide services in each of the following areas:

<table>
<thead>
<tr>
<th>Abington</th>
<th>Dorchester</th>
<th>Mattapan</th>
<th>Roslindale</th>
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<tr>
<td>Acushnet</td>
<td>East Boston</td>
<td>Mattapoiset</td>
<td>Roxbury</td>
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<td>Allston</td>
<td>E. Bridgewater</td>
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<td>Arlington</td>
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<td>Boston</td>
<td>Foxborough</td>
<td>N. Attleborough</td>
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<td>Braintree</td>
<td>Freetown</td>
<td>Norton</td>
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<td>Bridgewater</td>
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<td>Brighton</td>
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<td>Brockton</td>
<td>Hingham</td>
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<td>Brookline</td>
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<td>Cambridge</td>
<td>Hyde Park</td>
<td>Quincy</td>
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<td>Charlestown</td>
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<td>Dartmouth</td>
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<td>Dedham</td>
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<td>Dighton</td>
<td>Marion</td>
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To make a referral, simply call us and our intake staff will guide you through the process. We are available 24 hours a day, 7 days a week to assist. We accept all insurances that cover care in the home, including Medicare and Mass Health (Medicaid).

For more information regarding services and availability, please call us at 1 (844) 900-CITY

www.CityPsych.net

Community Health Centers

Each of the following community health centers provide primary care, behavioral health care, and other essential medical & social services

<table>
<thead>
<tr>
<th>Bowdoin Street Health Center</th>
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<tr>
<td>230 Bowdoin St., Dorchester</td>
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<tr>
<td>Brookside Community Health Center</td>
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<td>3297 Washington St., Jamaica Plain</td>
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<tr>
<td>Charles River Community Health Center</td>
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<tr>
<td>495 Western Ave., Brighton</td>
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<tr>
<td>Codman Square Community Health Center</td>
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<td>637 Washington St., Boston</td>
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<tr>
<td>The Dimmock Center</td>
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<td>55 Dimmock St., Roxbury</td>
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<td>DotHouse Health</td>
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<tr>
<td>1353 Dorchester Ave., Dorchester</td>
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<tr>
<td>East Boston Neighborhood Health Center</td>
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<td>10 Gove St. &amp; 20 Maverick Sq., East Boston</td>
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<tr>
<td>Fenway Health</td>
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<td>1340 Boylston St., Boston</td>
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<td>142 Berkeley St., Boston</td>
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<td>75 Kneeland St., Boston</td>
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<td>Geiger Gibson Community Health Center</td>
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<td>250 Mt. Vernon St., Dorchester</td>
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<td>Harvard Street Neighborhood Health Center</td>
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<td>632 Blue Hill Ave., Dorchester</td>
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<td>Mattapan Community Health Center</td>
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<td>1575 Blue Hill Ave., Mattapan</td>
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<td>Neponset Health Center</td>
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<td>398 Neponset Ave., Dorchester</td>
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<td>North End Waterfront Health</td>
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<td>332 Hanover St., Boston</td>
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<td>South Boston Community Health Center</td>
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<td>409 W. Broadway, South Boston</td>
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<td>South End Community Health Center</td>
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<td>1601 Washington St., Boston</td>
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<td>Upham’s Corner Health Center</td>
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<td>415 Columbia Rd., Dorchester</td>
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<td>Whittier Street Health Center</td>
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<td>1290 Tremont St., Roxbury</td>
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Outpatient Behavioral Health Services

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<th>Arbour Counseling Services</th>
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<tr>
<td>14 Fordham Rd., Allston</td>
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<tr>
<td>157 Green St., Jamaica Plain</td>
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<tr>
<td>Brightton-Allston Mental Health Association</td>
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<tr>
<td>77B Warren St. Building #2, Brighton</td>
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<tr>
<td>Brookline Community Mental Health Center</td>
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<tr>
<td>41 Garrison Rd, Brookline</td>
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<tr>
<td>The Commonwealth Center</td>
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<tr>
<td>27 Babcock St., Brookline</td>
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<tr>
<td>Commonwealth Mental Health &amp; Wellness Center</td>
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<tr>
<td>895 Blue Hill Ave., Dorchester</td>
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<tr>
<td>Freedom Trail Clinic at The Lindemann Mental Health Center</td>
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<tr>
<td>25 Staniford St. 2nd floor, Boston</td>
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<tr>
<td>Harvard Street Neighborhood Health Center - Behavioral Health</td>
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<tr>
<td>895 Blue Hill Ave., Dorchester</td>
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<tr>
<td>The May Institute</td>
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<td>2020R Centre St., West Roxbury</td>
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<td>Provides services to individuals with autism, developmental disabilities, brain injury, mental illness, and behavioral health needs</td>
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<tr>
<td>South Boston Behavioral Health</td>
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<tr>
<td>58 Old Colony Ave., Boston</td>
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<tr>
<td>The Trauma Center at JRI</td>
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<td>1269 Beacon St., Brookline</td>
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**Case Management**

**Arbour Community Support Program**  
14 Fordham Rd., Allston ........................................ 617.782.0505  
Community-based, voluntary, mobile case management and support service for  
people with psychiatric or substance abuse disorders

**BPHC Behavioral Health Services**  
774 Albany St., Boston ........................................ 617.534.4212  
Part of The Boston Public Health Commission’s Addiction’s Bureau, they offer  
individual & group counseling, medication management, and case management  
to individuals 18 and older

**Women’s Wellness Program** .................................. 617.534.5108  
Provides clients with comprehensive and integrated care coordination so that  
women in outpatient substance abuse treatment can attend to all of their  
health-related needs in one location

**First-Episode & Early Psychosis Treatment**

**CEDAR Program**  
75 Fenwood Rd., Boston ........................................ 617.754.1210  
Center for Early Detection, Assessment, & Response to Risk for people ages 14-30  
who are experiencing symptoms that may be warning signs for psychosis

**First-Episode & Early Psychosis Program at MGH**  
55 Fruit St., Wang Building #815, Boston ...................... 617.724.7792  
FEPP evaluates and treats people in the critical early stages of schizophrenia or  
related psychotic illnesses

**SPOT Program**  
76 Amory St., Roxbury ........................................ 617.516.5100  
Community clinic provides Medication Management, Intensive Case Coordination,  
Individual Counseling & Treatment Planning, Group Support & Counseling,  
Family Support, Peer Support & Leadership Training, and Substance Abuse  
Treatment to young adults ages 18-25 who are eligible for DMH services

**In-Home Therapy**

**Arbour Counseling Services** .................................. 617.782.6460  
**Community Services Institute** ............................... 617.325.2993  
**Institute for Health and Recovery** .......................... 617.661.3391  
**Pyramid Builders Associates** ................................ 617.516.0280  
**South Bay Community Services** ............................. 508.427.5362

**Independent Living Centers (ILCs)**

**Boston Center for Independent Living**  
95 Berkeley St., Boston ........................................ 617.338.6665

**Independent Living Project**  
110 Claybourne St., Dorchester ................................. 617.288.9431

**Multi-Cultural Independent Living Center of Boston, Inc.**  
329 Centre St., Jamaica Plain ................................ 617.942.8060

**Long Term Acute Care**

**Hebrew Rehabilitation Center**  
1200 Centre St., Roslindale .................................... 617.363.8000

**Lemuel Shattuck Hospital**  
170 Morton St., Jamaica Plain ................................ 617.522.8110

**Partial Hospitalization Programs**

**Arbour Hospital**  
157 Green St., Jamaica Plain ................................... 617.524.5887

**Arbour HRH Hospital**  
227 Babcock St., Brookline .................................... 617.731.3200

**Bournewood Hospital Adult Mental Health PHP**  
300 South St., Brookline ....................................... 617.676.3585

**BWH Faulkner Hospital**  
1153 Centre St., Boston ........................................ 617.983.7000

**Carney Hospital PHP**  
2100 Dorchester Ave., Dorchester ............................. 617.296.4012 x3557

**Massachusetts Mental Health Center**  
75 Fenwood Rd., Boston ...................................... 617.626.9300

**Consumer Resources**

**The Boston Resource Center** ............................... 617.305.9976  
Provides information on topics & services pertaining to consumers

**BU Center for Psychiatric Rehabilitation** .................. 617.535.3549  
Research, training, & service organization provides rehab, recovery & wellness  
courses for consumers

**The Cole Resource Center** ................................. 617.855.2795  
Provides information on a range of consumer topics & services

**Depression & Bipolar Support Alliance** .................... 617.855.3665  
DBSA provides information on affective disorders, runs support groups, and  
schedules speakers on topics related to mental illness

**Health Care For All HelpLine**  
1 Federal St., Boston ......................................... 800.272.4232  
Free counselors available to answer questions about health coverage in MA

**MBTA Special Needs Office** ............................... 617.222.5438  
Helps people with disabilities obtain passes for reduced fares

**MCPHS Pharmacy Outreach Program** ....................... 888.477.2669  
Helps qualifying patients without prescription drug coverage get the medicines  
they need for free or nearly free

**The Transformation Center** ............................... 877.769.7693  
Peer-run organization focusing on wellness & life recovery. Offers training for  
peer specialist certification, MA Leadership Academy, WRAP facilitation (ext.  
#305), and recovery conversations with providers

**MassHealth**

**MassHealth Community Educator**  
Anne-Marie D’Angelo Florent, MSPA  
100 Hancock St., Quincy ...................................... 978.863.9305  
Provides information regarding MassHealth eligibility & plans

**MassHealth Disability Accommodation Ombudsman**  
Jean Batty  
100 Hancock St., Quincy ...................................... 617.847.3468  
Helps individuals & applicants get the accommodations they need and also  
provides personal assistance with processes, requirements, and form completion

**MassHealth Enrollment Center** ............................ 888.665.9993  
MassHealth information, PT-1 transport info, coverage upgrades to MassHealth  
Standard for persons with special health needs currently enrolled in CarePlus

**MassHealth: Home/Community-Based Waivers**

**Acquired Brain Injury Waiver** .............................. 866.281.5602

**Autism Waiver** .................................................. 888.367.4435

**Frail Elder Waiver** ........................................... 800.AGE.INFO (243.4636)

**Intellectual Disabilities Waiver** ............................. 617.727.5608

**Money Follows the Person Waiver** ......................... 800.223.2559

**Traumatic Brain Injury Waiver** ............................ 800.223.2559

**Referral Services**

**Long Term Care Alliance**  
Jerry Locchi ......................................................... 508.930.6057  
Provides referral services for skilled nursing facilities, rest homes, assisted living  
facilities, supported housing, rooming houses, and more

**Transportation Services**

**MBTA: The Ride** ................................................ 617.337.2727

**Veterans Transportation Services** ......................... 877.765.7433  
Provides door-to-door, shared-ride transportation to people who cannot use  
fixed-route transit (bus, subway, trolley) because of a disability
Elder Services

Boston ElderINFO
89 South St. #501, Boston ........................................... 617.292.6211
Provides a comprehensive range of services that address health care needs for elders, disabled individuals, and their families

Carney Hospital – Behavioral Health/Geriatric Psych Unit
2100 Dorchester Ave., Dorchester .................. 617.506.4511

Elders Living at Home Program at BMC
Kip Langello, Program Manager
850 Harrison Ave., 4th Floor, Room 4S-18, Boston ....... 617.414.1642
Supportive services for elders making the transition out of homelessness

Elder Service Plan of Harbor Health Services, Inc. (PACE)
1135 Morton St., Mattapan ........................................... 617.533.2400

Friendship Works
105 Chauncy St., Boston ........................................... 617.482.1510
Trained volunteers providing visitors, escorts, helpers, PetPals, and other support

Hale House and Barnard Services
273 Clarendon St., Boston ........................................... 617.536.3726
Provides private rooms, meals, activity programs, and 24-hour care to elderly men and women regardless of their ability to pay

Kit Clark Senior Services
1500 Dorchester Ave., Dorchester .................. 617.825.5000
Programs to serve the needs of seniors in regard to companionship, assistance with disabilities, meals/nutrition, transportation, medical care, and more

The Margaret M. Shea RN Adult Day Health Program
229 River St., Mattapan ........................................... 617.298.7970
Provides services in an ambulatory, home-like setting for adults who do not require 24-hr institutional care but are unable to live completely independently

Medeiros Center for Change
25 Isabella St., Boston ........................................... 617.619.6960
Comprehensive & innovative programming/services to adults age 45 and older facing the challenges of aging, mental illness, addiction, and homelessness

Neighborhood PACE
10 Gove St., East Boston ........................................... 617.568.6377

SEMC Geriatric Psychiatry (at Carney Hospital)
2100 Dorchester Ave., Dorchester .................. 617.506.4520

Upham’s Elder Service Plan (PACE)
1140 Dorchester Ave., Boston .................. 617.288.0970

Pharmacies

Bravo Pharmacy
3158 Washington St., Jamaica Plain .................. 617.553.2501

Central Pharmacy Boston
1349 Commonwealth Ave., Allston .................. 617.254.5900
Services include filling prescriptions, OTC drugs, and medication therapy management that helps patients comply with complicated intake schedules

Eaton Apothecary
637 Washington St., Dorchester .................. 617.265.7400
20 Maverick Sq., East Boston .................. 617.568.4781
409 W. Broadway, South Boston .................. 617.268.9500

Gary Drug Co.
59 Charles St., Boston .................. 617.227.0023

MAXIM Pharmacy

Alecia Huynh – Pharmacy Manager
1365 – 1377 Dorchester Ave., Dorchester .................. 617.282.9800

Pelham Community Pharmacy
196 Bear Hill Rd., Waltham ........................................... 888.PEL.MEDS (735.6337)
Statewide delivery and customized prescription management services available

Sullivan’s Healthcare
Delilah Barnes, RPh – Medication Compliance Manager
30 Belgrade Ave., Roslindale .................. 617.363.1740

Walgreens Community Pharmacy
Christopher Casale, RPh – Pharmacy Manager
21 – 23 Stanhope St., Boston .................. 617.375.7969

Veterans’ Support

Veterans Crisis Line ........................................... 800.273.8255, Press 1
www.veteranscrisisline.net/chat
24 hour line for veterans and service members who may be in crisis.

Boston Vet Center
7 Drydock Ave., Suite 2070, Boston .................. 857.203.3547
Part of the VA Boston Healthcare System

Causeway Street Community Based Outpatient Clinic
251 Causeway St., Boston .................. 617.248.1000
Part of the VA Boston Healthcare System, this outpatient clinic offers quick and convenient access to services including primary care, mental health, optometry, laboratory blood drawing, podiatry, and a pharmacy.

City of Boston Veterans Services
43 Hawkins St., 3rd Floor, Boston .................. 617.635.3026
Facilitates full and equal participation in all aspects of life by veterans in Boston. Oversees the financial assistance program Massachusetts General Law Chapter 115, which includes the decoration of veterans’ graves and hero squares on Memorial Day and carries out commemorative activities related to Boston vets.

Fisher House Boston
House Mgr: Elizabeth St. Pierre, LICSW
1400 VFW Parkway, West Roxbury .................. 857.203.4000
Provides living suites, at no cost, to family members of hospitalized veterans and military members.

Home Base Veteran & Family Care .................................. 617.724.5202
Offers world-class clinical care, fitness and wellness-based programs, community outreach, and education/research for post-9/11 service members, veterans, and their families, regardless of an individual’s ability to pay.

Mass Vets Advisor
http://www.massvetsadvisor.org/
One stop shop for all veterans benefits.

National Call Center for Homeless Veterans .................................. 877.4AID.VET (424.3838)
Free 24/7 access to trained counselors who will screen the needs of the homeless and those at-risk for homelessness and connect them to services and information.

New England Center and Home for Veterans
17 Court St., Boston .................. 617.371.1800
NECHV is a national leader in housing and serving Veterans who are at-risk of homelessness, offering services throughout the region. NECHV supports Veterans with innovative services that enable success, meaningful employment, and dignified independent living.

Statewide Advocacy for Veterans’ Empowerment (SAVE)
600 Washington St., 7th Floor, Boston .................. 617.210.5743
Advocates for veterans who are not able to obtain the benefits they have earned due to institutional or personal barriers. SAVE acts as a liaison between veterans and their families and the various state and federal agencies involved. The program’s primary mission is prevention of suicide and mental health distress.

VA Boston Healthcare System
150 South Huntington Ave., Jamaica Plain .................. 617.232.9500
1400 VFW Parkway, West Roxbury .................. 617.323.7700
Offers veterans a wide range of healthcare services including primary care, short-term rehabilitation, palliative and hospice care, long-term care, mental health services, and more.

Veterans Legal Services
P.O. Box 8457, Boston .................. 857.317.4474
Promotes self-sufficiency, stability, and financial security of homeless and low-income veterans through free and accessible legal services

Veterans’ Services at Pine Street
390 Warren St., Roxbury .................. 617.892.9286
Connects homeless and low-income individuals with housing opportunities, employment and community services that are specially available to men and women who have served in any branch of the U.S. armed forces.

Volunteers of America Massachusetts
Supportive Services for Veteran Families
441 Centre St., Jamaica Plain .................. 617.390.0232
The SSV program focuses on assisting veterans and veteran families at risk of losing their current residence or in need of a permanent residence
Support Services

Mass 2-1-1
www.mass211.org .................................................. 211
Mass 2-1-1 connects people with community, health & disaster services through a free 24/7 stigma-free phone service & searchable online database

DMH Information & Referral Line ..................... 800.221.0053
Toll-free confidential line for information regarding DMH services, consumer support, WRAP group, patient records, crisis resources, complaint filings, legal resources, human rights issues, family support, medication, disability insurance, and connection to other agencies

ABCD: Action for Boston Community Development
178 Tremont St., Boston ........................................ 617.348.6000
City-wide network of neighborhood-based anti-poverty organizations including Head Start & early childhood education, Child Care Choices of Boston, adult education, elder services, energy & fuel services, family services, health, housing, immigration services, jobs & job training, money management, nutrition & more

Best of Care ..................................................... 800.310.5800
Offers home health aide services and homemaker/companions for housekeeping & socialization

Black Mental Health Alliance of Massachusetts .......... 857.615.8603
Supports information sharing, training, and technical assistance among organizations and communities dedicated to the behavioral health and well-being of diverse communities

Boston Public Health Commission
1010 Massachusetts Ave., Boston .......................... 617.534.5395
Addiction services, children/teen health, emergency services & preparedness, health access, health equity & social justice, healthy eating & active living, healthy homes & environment, homeless services, infectious diseases, mental & emotional health, new & expecting parents, physical health, sexual health, tobacco-free living, and violence prevention

Caregiver Homes
1100 Washington St., Dorchester ......................... 617.429.7094
Adult foster care

Crossroads Day Treatment Program at The May Institute
2020 Centre St., W. Roxbury ................................. 508.660.1510 x212
Day program offering comprehensive, therapeutic, and rehabilitative services to adults with psychiatric & developmental disabilities

Community Servings
18 Marbury Terrace, Jamaica Plain ....................... 617.522.7777
Food & nutrition programs include meals, nutrition education & counseling, food service job-training, and more, to individuals and families living with critical and chronic illnesses throughout Massachusetts

Dress For Success
989 Commonwealth Ave., Boston ......................... 617.779.2177
Provides professional clothing, support, and assistance to women identifying and striving towards their professional and personal goals

EMPath
10 Perthshire Rd., Brighton ................................. 617.782.7600
Long and short-term programs designed to help people move out of poverty and live economically independent lives

Family Service of Greater Boston
31 Heath St., Jamaica Plain ................................. 617.523.6400
Provides innovative, culturally competent, and integrated social services to help promote the self-sufficiency and well-being of at-risk children, youth, and families

Massachusetts Adult Day Services Association
1 Florence St., Boston ................................. 617.469.5848
MADSA is a network of approximately 120 member Adult Day Service programs offering an alternative to nursing home care

Massachusetts Clubhouse Coalition ....................... 781.788.8803
A non-profit committed to helping people with long-term mental illness find and secure employment, housing, education, services and support

Center Club
31 Bowker St., Boston ................................. 617.788.1000

Transitions of Boston
1960 Washington St., Roxbury .......................... 617.379.5661

Support Services

MassOptions
www.massoptions.org .................................................. 844.422.MASS (6277)
Connections to community services & supports for elders, people with disabilities, family members, or caregivers. 9am-8pm, 7 days a week

Massachusetts Rehabilitation Commission
600 Washington St., Boston ............................. 800.245.6543
MRC provides information & resources for persons with disabilities, administers funds for vocational programs and independent living centers, and administers assistive technology grants

Assistive Technology Exchange ............................ 877.508.3974
The exchange is a free “classified ad” type resource designed to help people find, buy, sell or give away AT equipment

Home Care Assistance Program ......................... 800.223.2559
Homemaking services for adults with disabilities

REquipment ...................................................... 866.244.6156
A medical equipment recycling program that provides individuals & families with gently-used, refurbished durable equipment

Mayor’s Health Line ............................................. 617.534.5050
Information, referral, advocacy, & enrollment services

Metro Boston Recovery Learning Community (RLC)
85 E. Newton St., Boston .................................. 617.305.9989
DMH consumer-run network of self-help, peer support, information and referral, advocacy and training activities

NAMI Compass ................................................. 800.370.9085
Info & Referral Helpline Service

National Alliance on Mental Illness
529 Main St., Charlestown ................................. 617.580.8541
Provides free family-based education and peer support to individuals & families facing the challenges of mental illness

Options PCA Program
600 Washington St., Boston ............................. 800.924.7570
Assists people with long-term disabilities living at home independently

Peabody Resident Services
536 Granite St., Braintree ............................... 781.794.1000
Group adult foster care

Phinney’s Friends ................................................ 617.979.8705
Nonprofit dedicated to helping people keep their pets during times of crisis

Project Health MOVES ...................................... 339.987.5552
Statewide mobile health van program staffed by experienced nurses and health educators, offers on site lab and can help find a doctor, obtain health insurance & other benefits, connect with substance abuse and/or mental health services, provide referrals to domestic violence programs, and assist with housing/homelessness prevention. Staff speaks English, Spanish & Portuguese.

Project Place
1145 Washington St., Boston ....................... 617.542.3740
Provides resources to clients who want to find meaningful work and a home

Refugee and Immigrant Assistance Center
31 Heath St, Jamaica Plain ................................. 617.238.2430
Community-based, grassroots organization dedicated to promoting educational and socio-economic development in refugee and immigrant communities.

Statewide Head Injury Program
600 Washington St., Boston ............................. 800.223.2559
Service coordination for people with traumatic brain injuries, including residential services, case management, individual skills training and support, companion services, consultation for families, substance abuse services, and more

Step By Step Supportive Services
1470 Beacon St., Brookline ............................... 617.277.6140
Residential program, community outreach, & case management

Stratus Over-The-Phone Interpretation ............ 877.746.4674
Telephone interpreting services for all foreign languages

The Women’s Service Club of Boston
464 Massachusetts Ave., Boston ..................... 617.356.7998
Community-based organization strives to provide tangible resources and support to families & individuals so they may better themselves and their communities
Homeless Shelters

Boston Rescue Mission
39 Kingston St., Boston ........................................ 617.482.8819

BPHC Men's Shelter at 112 Southampton Street
112 Southampton St., Boston ................................. 617.534.5395

Pine Street Inn
444 Harrison Ave., Boston .................................. 617.892.9100
Provides street outreach, emergency services, supportive housing, job training and connections to employment

Rosie’s Place
889 Harrison Ave., Boston .................................. 617.442.9322
Women’s shelter

St. Francis House
39 Boylston St., Boston ....................................... 617.542.4211
Offers basic, rehabilitative, and housing services to provide continuous care

Next Step Housing ................................................. 617.542.4211
Supportive leased-housing community providing permanent sober housing for people who have experienced homelessness

United Homes Adult Shelter at Pilgrim Church
540 Columbia Rd., Dorchester ........................... 617.282.0456
Offers overnight shelter, food, clothing, showers, first-aid, and supportive services

West End Shelter at The Lindemann Center
25 Stanford St., Boston ....................................... 617.626.8628

Wood-Mullen BPHC Women’s Shelter
784 Massachusetts Ave., Boston .......................... 617.534.7100

Homelessness Prevention & Support

Boston Health Care for the Homeless Program
780 Albany St., Boston ....................................... 857.654.1000
Provides primary care, dental care, and behavioral health care for homeless men, women & children in the greater Boston area

Boston Tenancy Preservation Program & Boston Hoarding Task Force: Director Ruth Harel Garvey
66 Canal St., Boston .......................................... 617.788.6211
TPP Assists individuals & families with mental illness, addiction disorders, or developmental disabilities at risk for possible eviction. The Boston Hoarding Task Force is a community network of professionals that provides information, education, support, and consultation in hoarding cases

City of Boston Emergency Shelter Commission
1 City Hall Sq. #716, Boston ................................. 617.635.4507
Coordinates local efforts to prevent homelessness and hunger

The Family to Family Project
89 South St. Suite 203, Boston ............................. 617.624.3837
Provides financial assistance to help families move out of shelters or retain their housing and avoid becoming homeless

Friends of Boston’s Homeless
12 Wise St., Boston ............................................. 617.942.8761
Supports programs that help homeless individuals transition from the streets to lead stable lives

Hearth, Inc.
1640 Washington St., Boston ................................. 617.369.1560
Prevention, placement, and housing programs for elderly homeless

HomeStart
105 Chauncy St. Suite 208A, Boston .................. 617.542.0338
Offers stabilization services to families and individuals to assist them in obtaining and maintaining permanent housing

Metropolitan Boston Housing Partnership
Case Management Specialist: Jesse Edsell-Vetter
125 Lincoln St., Boston ...................................... 617.425.6658
MBHP is the largest provider of rental housing voucher assistance; serves homeless, elderly, disabled, low-income individuals/families

Victory Housing
965 Massachusetts Ave., Boston .......................... 617.282.4102 x374
Offers a range of housing options and supportive, individualized, residential treatment programs that enable people to stabilize their lives and regain their health, continue their recovery efforts, and move toward self-sufficiency

Food Pantries & Soup Kitchens

Project Bread FoodSource Hotline .......................... 800.645.8333
Project Bread’s toll-free FoodSource Hotline is the only comprehensive statewide information and referral service in Massachusetts for people facing hunger

Allston Brighton APAC
143 Harvard Ave., Allston ................................... 617.783.1485
The only daily food pantry in Allston/Brighton. Residents of Allston and Brighton can come once a month to receive immediate food assistance.

Allston-Brighton Food Pantry
404 Washington St., Brighton ............................. 617.254.4046
Community Supper every Wednesday at 6pm. Food Baskets every 2nd & 4th Saturday from 10am-1pm

American Red Cross Boston Food Pantry
1033 Massachusetts Ave., Boston ......................... 617.274.5200 x5596
Wednesdays and Saturdays from 9:00 a.m. to 12:00 p.m. To enroll, a photo ID for yourself and any type of ID for household members (such as a medical card or student ID) must be provided.

Catholic Charities of Boston
185 Columbia Rd., Dorchester ............................ 617.506.6600
Please call ahead for hours of operation.

Codman Square Food Pantry at Greenwood Church
378a Washington St., Dorchester .......................... 617.825.9660
Open Tuesdays from 8am – 11am, food is available to patrons to be picked up once a month. All participants must bring proof of address and an official form of identification.

Community Servings
18 Marbury Terrace, Jamaica Plain ....................... 617.522.7777
Home-delivered meals available to eligible individuals living with a chronic or life-threatening illness and unable to shop or cook for themselves.

Fair Foods
P.O. Box 220168, Dorchester ............................... 617.288.6185
Provides large bags of fresh produce for a suggested donation of $2.00 five days a week, distributing food at over 20 sites in churches, schools, public housing & senior centers in Boston

Greater Boston Nazarene Compassionate Center
130 River St., Mattapan ...................................... 617.296.7450
Wednesdays and Fridays from 9am - 1pm. Identification and proof of income/need required, call for details.

Haley House Soup Kitchen
23 Dartmouth Street, Boston ............................... 617.236.8132
Made-from-scratch breakfast for men of all ages (homeless or food insecure), Monday – Friday from 5:30 – 9:00 am, and Sundays from 9:00 am – 12:00 pm

The Paulist Center
5 Park St., Boston .............................................. 617.742.4460
The Wednesday Night Supper Club is a community of people who come together to serve one hot, tasty nutritious meal of generous portions to each guest in a safe, clean and welcoming environment. Meals served every Wednesday at 6:00 p.m. and on the third Saturday of every month at 9:00 a.m.

Pilgrim Church Food Pantry
540 Columbia Rd., Dorchester ............................ 617.282.0456
Open every Wednesday from 10am-11:00am. Patrons can get food once a month, no referral required. Documentation of name and address is needed for identification purposes.

The Salvation Army - South End Corps
1500 Washington Street, Boston ......................... 617.536.5260
Households are provided food bags of canned goods, frozen items, and meat; enough items to last for 3-4 days. Assistance is limited to a one time basis every 3 months. There are some extreme emergency cases needing immediate assistance. Open Monday-Friday, 9:00-11:30am.

Phlebotomy/Labs

Faulkner Lab
410 Ferry St., Malden .......................................... 781.322.8502
In-home Phlebotomy Service

Quest Diagnostics
Multiple Boston Area Locations .......................... 866.697.8378
AIDS Support

AIDS Action Committee of MA
75 Amory St., Boston .................................................. 617.437.6200
Comprehensive HIV prevention and care, with services including Client Advocacy and Case Management, Community Outreach & Education, a Health Library, HIV Counseling & Testing, Housing, Legal Services, Mental Health Counseling, Needle Exchanges, Peer Support, Rental & Utility Assistance, and more

The MALE Center .................................................. 617.267.0159
Community resource for gay and bisexual men in Boston

Transcend .................................................. 617.450.1247
Offers member support, assistance with accessing basic services, medical care, support groups, educational groups, risk reduction materials, and individual case management to transgender women (male to female)

The Justice Resource Institute .................................. 781.559.4745
JRI encompasses a broad range of specialized schools and unique programs including HIV Medical Case Management, Peer Support, Boston GLASS, Program RISE, the Housing Options Program, and the Health Law Institute to serve the needs of underserved individuals, families, and communities

Assisted Living Program ........................................ 857.399.1915
ALP helps homeless people with HIV/AIDS access stable housing and provides ongoing case management to help people maintain a tenancy and good health

PACT Project .................................................. 857.399.1915 x2423
Provides intense, community-based care to people with HIV/AIDS who are having challenges navigating their healthcare and treatment

Victory Programs
965 Massachusetts Ave., Boston .................................. 617.541.0222
Dedicated to helping people coping with substance use disorders, co-occurring mental health concerns, HIV/AIDS, Hepatitis C, and other chronic conditions

The Boston Living Center
29 Stanhope St., Boston ............................................. 617.236.1012
Fosters the wellness of all HIV+ people and responds to the needs of the HIV/AIDS community through education, treatment information & support services

Living & Recovering Community (LARC) .................. 617.522.2936
90-day stabilization program at the Shattuck Hospital for people with HIV/AIDS recovering from substance use disorders and have a history of relapse

LGBTQ Services

Fenway Health Community Health Centers
1340 Boylston St., Boston ........................................ 617.267.0900
142 Berkeley St., Boston .......................................... 617.247.7555
75 Kneeland St., Boston ........................................... 617.457.8140
Provides primary care, behavioral health, HIV/STI treatment & counseling, and other health care services for the LGBTQ community

BHCHP Transgender Program
780 Albany St., Boston ............................................ 857.654.1609
Medical & support services to homeless/marginally-housed transgender people

BMC Center for Transgender Medicine and Surgery
1 Boston Medical Center Pl., Boston .......................... 617.638.1833
Evaluation & assessment, primary care, behavioral health, endocrinology and surgical services

Boston GLASS
75 Amory St., Boston .............................................. 857.399.1920
Boston Gay & Lesbian Adolescent Social Services provides counseling, advocacy, health care/housing referrals to LGBTQ teens/young adults

LGBT Aging Project
1340 Boylston St., Boston ......................................... 857.313.6590
Dedicated to ensuring that older LGBT adults have equal access to life-prolonging benefits, protections, services, and institutions

Mass Transgender Political Coalition .......................... 617.778.0519
Advocacy, education, and community-building organization that works to end discrimination on the basis of gender identity and expression

The Triangle Program at Arbour HRI
227 Babcock St., Brookline ....................................... 617.731.3200
Partial Hospitalization/Intensive Outpatient Program that provides mental health treatment that is sensitive to LGBTQ issues

Trans Lifeline .................................................. 877.565.8860
Hotline staffed by transgender people available to respond to whatever support needs members of the community may have

Domestic Violence Support

National Domestic Violence Hotline ........................... 800.799.SAFE (7233)
Operating around the clock, seven days a week, confidential and free of cost, the National Domestic Violence Hotline provides lifesaving tools and immediate support to enable victims to find safety and live lives free of abuse

SafeLink .................................................. 877.785.2020
Statewide 24/7 toll-free domestic violence hotline. Services include safety planning, supportive listening, direct connection to domestic violence shelter programs across Massachusetts, referrals to local domestic violence and community services, and support/resources for anyone concerned about a victim of domestic violence

Asian Task Force Against Domestic Violence
24-Hour Multilingual Helpline .................................. 617.338.2355
PO. Box 120108, Boston ........................................... 617.338.2350
Nonprofit, community organization providing a multilingual helpline, community-based services, emergency shelter, children and family support, legal advocacy, life skills/ESOL, education, and outreach to Pan-Asian survivors of domestic and intimate partner violence

Boston Area Rape Crisis Center
24-Hour Hotline .................................................. 800.841.8371
Committed to ending sexual violence through healing and social change, BARCC offers free & confidential services including medical advocacy, legal, counseling, groups, hotline, case management, community services, professional training, and a 24-hour hotline to survivors, their friends and families, and professionals ages 12 and older

BMC's Domestic Violence Program ................................ 617.414.5457
Free, voluntary, and confidential services include crisis counseling, risk assessment and safety planning; understanding your options, help setting priorities and goals; short and long-term advocacy and counseling; accompaniment to court and other appointments; help finding resources for things like food, housing, child care, and other necessities; help finding more specialized services such as mental health counseling and legal services; and applying for victim compensation if eligible. Call during business hours to speak with an Advocate in one of many available languages to learn more

Casa Myrna
38 Wareham St., 2nd Floor, Boston .............................. 617.521.0100
Services available in Spanish & English include residential programs, supportive services, education & outreach, public awareness, and the SafeLink statewide hotline, giving women who are living in violent, abusive households tools to recover from the trauma of abuse and build sustainable self-sufficiency

The Center for Community Health & Health Equity - Passageway
Brigham & Women's Hospital .................................... 617.732.8753
Brookside Community Health Center .......................... 617.983.6024
Faulkner Hospital .................................................. 617.983.7854
Mission Hill Community ........................................... 857.225.6559
Southern Jamaica Plain Health Center ......................... 617.983.4148
Whittier Street Health Center .................................... 617.989.3027
Free and confidential advocacy services include safety planning, individual counseling and support, safe places to talk, information about the health effects of domestic violence, support groups, medical advocacy, legal and court advocacy, and referrals to community resources (health care, housing, shelter, lawyers, and others) for those experiencing abuse from an intimate partner

The Center for Violence Prevention and Recovery at Beth Israel Deaconess Medical Center
330 Brookline Ave., Boston ...................................... 617.667.8141
The CVPR provides trauma-informed services at no charge to everyone of any culture, gender, age, sexual orientation, gender identity, and religion. Programs include Safe Transitions: Domestic Violence Intervention, Rape Crisis Intervention, Community Violence Intervention, Homicide Support Services Project, and The Advocate Education and Support Project.

HAVEN at MGH .................................................. 617.724.0054
HAVEN offers a variety of services to help all survivors of intimate partner abuse, including support groups, ongoing counseling, advocacy, educational workshops, accompaniment to court or other appointments, safety planning, and referrals to resources. For health care providers, HAVEN's services include consults for professionals employed at MGH and others within the community, trainings on all aspects of the work that HAVEN does and the dynamics of intimate partner abuse, and policy & protocol development within MGH
Legal Services

Committee for Public Counsel Services
44 Bromfield St., Boston ........................................ 617.482.6212
Free legal representation for consumers facing commitment hearings

Disability Law Center
11 Beacon St., Boston ........................................ 617.723.8455
DLC provides legal assistance, protection, & advocacy for people with disabilities

Eastern Region Legal Intake
99 Chauncy St., Boston ........................................ 617.423.0648
Provides free civil legal assistance including intake, advice, and referral services to low-income residents

Greater Boston Legal Services
197 Friend St., Boston ........................................ 617.371.1234
Provides free legal assistance & representation on noncriminal matters to the neediest residents of Boston and cities & towns

Health Law Advocates, Inc.
1 Federal St., Boston ........................................ 617.338.5241
Provides pro bono legal representation to low-income residents experiencing difficulty accessing or paying for medical services

Health Law Institute ........................................ 857.399.1910
HLI's attorneys provide expert advice, consultation, and legal representation for vulnerable populations including people living with and at risk for HIV

The Lawyer's Clearinghouse
16 Beacon St., Boston ........................................ 617.778.1980
Pro bono legal services to guests of area homeless shelters and others in need

MA Law Reform Institute
40 Court St. Suite 800, Boston ........................................ 617.357.0700
Statewide nonprofit poverty law and policy center advancing economic, racial and social justice through legal action

Mental Health Legal Advisors Committee
24 School St., Boston ........................................ 617.338.2345
Works to protect the rights of persons with mental illness

National Consumer Law Center
7 Winthrop Sq. 4th Floor, Boston ........................................ 617.542.8010
Utilities advocacy for low-income households in Massachusetts

Jail Diversion & Inmate/Ex-Offender Support

BEST Criminal Justice Diversion Program
Lauren Sneider, Program Director
85 E. Newton St. #502, Boston ........................................ 617.414.8326
Services to divert people from the criminal justice system and toward community based treatment

Aid to Incarcerated Mothers
434 Massachusetts Ave. Suite 503, Boston ........................................ 617.536.0058
Provides comprehensive clinical, legal advocacy, and other support services to women in and out of prison

Community Resources for Justice
355 Boylston St., Boston ........................................ 617.482.2520
CRJ provides social justice services transitioning ex-offenders back into mainstream society

Prisoners’ Legal Services
10 Winthrop Sq., Boston ........................................ 800.882.1413
Provides civil legal assistance to people who are incarcerated in Massachusetts state prisons, DOC facilities, county jails, and houses of correction

Roca
845 Albany St., Boston ........................................ 617.442.3101
Provides intense intervention & other services to high-risk young people in urban communities ages 17 to 24

Substance Abuse Support

Andrew House Detoxification Center
170 Morton St., 4th Floor, Jamaica Plain ........................................ 617.318.5600
A 24-bed acute treatment facility, provides medically monitored short-term detox from alcohol, heroin, and other opiates to adult males. The program specializes in treating people who may also be living with mental health disorders, HIV/AIDS, using more than one substance, or may be receiving methadone

Substance Abuse Support

Bournewood Dual Diagnosis PHP
300 South St., Brookline ........................................ 617.676.3440
Provides voluntary intensive, brief treatment to adults who are struggling with mental health and substance use conditions

Boston ASAP
29 Winter St., Boston ........................................ 617.482.5292
Outpatient alcohol and drug treatment and mental health clinic licensed by Mass DPH to provide substance abuse and gambling classes/counseling and mental health counseling services

Boston Public Health Commission PATHS Program
774 Albany St., Boston ........................................ 617.414.6926
Providing Access to Addictions Treatment, Hope, & Support is a one-stop shop for access to treatment and recovery support services

Casa Esperanza
302 Eustis St., Roxbury ........................................ 617.445.1123
A bilingual and bicultural behavioral health center with programs that support and meet the unique long term needs of people in recovery, all utilizing a client-centered approach to treatment and service delivery

CCH Associates, Dr. Loretta Butenhorn, PhD
345 Neponset Ave., Dorchester ........................................ 617.529.2806
Consults & teaches on homeopathy, health & recovery, substance abuse/addiction and treatment, violence, family work & child welfare

Dimock Center Acute Treatment Services
55 Dimock St., Roxbury ........................................ 617.442.8800 x1320
Medically monitored detox unit for alcohol and opiate treatment

Massachusetts Substance Abuse Information and Education Helpline ........................................ 800.327.5050
Free anonymous information for alcohol & other drug abuse problems

Project ASSERT at Boston Medical Center
850 Harrison Ave., Room G301, Boston ........................................ 617.414.4388
Located in the Dowling building, they offer alcohol & substance abuse services, education, and referral to treatment 9am – midnight, 7 days a week

STEP Rox Recovery Support Center
9 Palmer St., Roxbury ........................................ 617.442.STEP (7837)
Provides a safe place for the recovery community, their family, friends and those interested in recovery to engage in activities beneficial to the community

Wicked Sober ........................................ 857.953.7627
Helps those struggling with drug and alcohol dependency, gives free consultations for families, friends, and the addict or alcoholic themselves

Clozapine Clinics

Carney Hospital
2100 Dorchester Ave., Dorchester ........................................ 617.296.4000

Freedom Trail Clinic
25 Stanford St., 2nd Flr., Boston ........................................ 617.912.7800

Mass Mental Health Center
75 Fenwood Rd., Boston ........................................ 617.626.9300

Michael J. Gill Mental Health Clinic
170 Morton St., Jamaica Plain ........................................ 617.619.5900

North Suffolk Mental Health Center
14 Porter St., East Boston ........................................ 617.569.3189

South Boston Behavioral Health
58 Old Colony Ave., South Boston ........................................ 617.268.1700

Mandated Reporting

Disabled Persons Protection Commission ........................................ 800.426.9009

Elder Abuse Hotline ........................................ 800.922.2275

DCF Area Offices (9am – 5pm)

Dimock Street (Roxbury) ........................................ 617.989.2800

Hyde Park ........................................ 617.363.5000

Park Street (Dorchester) ........................................ 617.822.4700

DCF Child-At-Risk Hotline (5pm – 9am) ........................................ 800.792.5200

Baby Safe Haven ........................................ 866.814.SAFE (7233)