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## PART 1—BATTERED WOMEN SHELTERS AND RESOURCES

### Amesbury

**Jeanne Geiger Crisis Center, Inc.**  
(formerly The Women's Crisis Center)  
Hotline: (978) 388-1888  
Business: (978) 834-9710 Fax: (978) 834-0825  
<http://www.jeannegeigercrisiscenter.org/>

### Amherst

**Everywoman's Center**  
24-Hour Crisis Hotline: (413) 545-0800  
Local Long Distance: (888) 337-0800  
TTY: (413) 577-0940  
Spanish Line: (800) 223-5001

### Attleboro

**New Hope, Inc.**  
Crisis Hotline: (800) 323-HOPE (4673)  
Batterer Intervention Services: (877) 222-0083  
Business: (508) 226-4015  
Fax: (508) 226-6917  
<http://www.new-hope.org/>

### Beverly

**North Shore Rape Crisis Center**  
Hotline: (800) 922-8772  
Business: (978) 927-4506 ext. 206  
Fax: (978) 927-4507  
TTY: (978) 921-8729  
E-mail: [nsrcc@hes-inc.org](mailto:nsrcc@hes-inc.org)  
[http://www.hes-inc.org/scp\\_nsrcc.htm](http://www.hes-inc.org/scp_nsrcc.htm)

### Boston

**Asian Shelter and Advocacy Project**  
Hotline: (617) 338-2355  
Business: (617) 338-2350  
Fax: (617) 338-2354  
E-mail: [asiandv@atask.org](mailto:asiandv@atask.org)  
<http://www.atask.org/shelter.php>

### Casa Myrna Vasquez

SafeLink Hotline: (877) 785-2020  
Business: (617) 521-0100  
Fax: (617) 521-0105  
<http://www.casamyrna.org>

### Renewal Place

24-hour Confidential Hotline: (617) 566-6881  
Business: (617) 542-6233  
<http://www.uuum.org/?q=node/14>

### Brockton

**Brockton Family and Community Resources**  
Crisis Hotline: (508) 583-6498  
Toll-Free Hotline: (888) 583-2045  
TTY: (508) 583-6498

### Womansplace Crisis Center

Domestic Violence Hotline: (508) 588-2041  
Toll Free Domestic Violence Hotline: (800) 293-7273  
Spanish Line: (800) 223-5001  
Business Phone: (508) 588-2045  
<http://www.hcsm.org/dfhs/wcc.htm>

### Cambridge

**Boston Area Rape Crisis Center**  
Hotline: (617) 492-RAPE  
Toll-Free Hotline: (800) 841-8371  
Spanish Line: (800) 223-5001  
<http://www.barcc.org/>

### Transition House

24-Hour Crisis Line: (617) 661-7203  
Business: (617) 868-1650  
Fax: (617) 868-1651  
<http://www.transitionhouse.org/>

### Chelsea

**HarborCov**  
24-Hour Hotline: (617) 884-9909  
Business: (617) 884-9799  
Fax: (617) 884-9929  
TTY: (617) 884-9799 ext 123  
E-mail: [harborcov@harborcov.org](mailto:harborcov@harborcov.org)  
<http://www.harborcov.org/index.asp>

### Fall River

**Our Sister's Place**  
Hotline/Business: (508) 677-0224  
Fax Number: (508) 677-2286  
E-mail: [sisters@meganet.net](mailto:sisters@meganet.net)

### Stanley Street Women's Center

Phone: (508) 675-0087  
Business: (508) 679-5222  
Fax: (508) 673-3182  
<http://www.sstar.org>

**Fitchburg****Rape Crisis Center of Central Massachusetts**

English Hotline: (800) 870-5905

Spanish Hotline: (800) 223-5001

TTY: (888) 887-7130

**Framingham****Women's Protective Services**

Hotline: (508) 626-8686

Hotline: (800) 593-1125

Business: (508) 820-0834

Fax Number: (508) 872-4264

E-mail: benz@smoc.org

**Gardner****Building Will Reclaiming Independence (formerly Battered Women's Resources, Inc.)**

24-Hour Hotline: (978) 537-8601

Business: (978) 632-4424

Fax: (978) 632-3505

<http://www.bwri.com>**Greenfield****New England Learning Center for Women In Transition**

Business: (413) 772-0871

Crisis Hotline: (413) 772-0806

TTY or Toll Free: 1-888-249-0806

Spanish Hotline: (800) 223-5001

<http://www.nelcwit.org>**Holyoke****Womanshelter/Compañeras**

Hotline: (877) 536-1628

Business: (413) 536-1628

<http://www.womanshelter.org/index.html>**Hyannis****Independence House**

Hotline: (800) 439-6507

Business: (508) 771-6507

<http://www.independencehouse.com>**Jamaica Plain****Elizabeth Stone House**

Hotline: (617) 522-3417

Office: (617) 522-3659

TTY: (617) 445-9368

<http://www.elizabethstonehouse.org/>**F.I.N.E.X. House**

Hotline: (617) 288-1054

Business: (617) 436-2002

Fax: (617) 287-0553

**Lawrence****Women's Resource Center**

Business: (978) 685-2481

Fax: (978) 683-4510

**Leominster****Building Will Reclaiming Independence (formerly Battered Women's Resources, Inc.)**

24-Hour Hotline: (978) 537-8601

Business: (978) 537-2306

Fax: (978) 537-3502

<http://www.bwri.com>**Lowell****Alternative House**

Crisis Hotline: (888) 291-6228

Business: (978) 937-5777

Fax: (978) 937-5595

<http://www.alternative-house.org>**Malden****Services Against Family Violence**

Hotline: (781) 324-2221

Fax: (781) 324-8568

**Marlboro****Wayside Youth/Family Services/Rape Crisis Center**

Hotline: (800) 511-5070

Fax: (508) 478-9042

Business: (508) 478-6888

E-mail: [Linda\\_Standley@waysideyouth.org](mailto:Linda_Standley@waysideyouth.org)**Martha's Vineyard****Martha's Vineyard Community Services**

Hotline: (508) 696-SAFE (7233)

Business: (508) 693-7900

<http://www.mvcommunityservices.com>**Milford****Wayside Youth/Family Services/Rape Crisis Center**

(800) 511-5070

Fax: (508) 478-9042

Business: (508) 478-6888

E-mail: [Linda\\_Standley@waysideyouth.org](mailto:Linda_Standley@waysideyouth.org)

## **Nantucket**

### **A Safe Place**

Hotline: (508) 228-2111  
Business: (508) 228-0561  
Fax: (508) 228-8825  
TTY: (508) 228-7095  
Spanish Line: (800) 223-5001  
<http://www.asafeplacenantucket.org/>

## **New Bedford**

### **New Bedford Women's Center**

Hotline: (508) 999-6636  
Spanish Line: (800) 223-5001  
Business: (508) 996-3343  
Fax: (508) 999-7139  
TTY: (508) 996-1177  
<http://www.thewomenscentersc.com>

## **Newburyport**

### **Jeanne Geiger Crisis Center, Inc. (formerly The Women's Crisis Center)**

Hotline: (978) 388-1888  
Business: (978) 465-0999  
Fax: (978) 465-7158  
<http://www.jeannegeigercrisiscenter.org/>

## **Northampton**

### **Necessities/Necesidades**

Hotline: (888) 345-5282  
TTY: (413) 586-5066  
Business: (413) 586-1125  
Safe Plan Program: (413) 586-3616  
Fax: (413) 586-3742

## **Norwood**

### **New Hope, Inc.**

Crisis Hotline: (800) 323-HOPE (4673)  
Batterer Intervention Services: 1-877-222-0083  
Business: (508) 226-4015  
Fax: (508) 226-6917  
<http://www.new-hope.org>

## **Pittsfield**

### **Women's Services of Western Massachusetts (The Elizabeth Freeman Center)**

Hotline: (413) 443-0089 (central)  
Hotline: (413) 663-9709 (north)  
Hotline: (413) 528-2328 (south)  
Business: (413) 499-2425 (TTY)  
Fax: (413) 443-3016

## **Plymouth**

### **South Shore Women's Center**

Hotline: (888) 746-2664  
Hotline: (508) 746-2664  
(508) 746-2664  
(508) 746-4668  
TTD: (508) 747-1488

## **Quincy**

### **Dove, Inc.**

Hotline: (617) 471-1234 (TTY)  
Youth Hotline: (617) 773-HURT (4878)  
Toll-Free Hotline: (888) 314-3683  
Business: (617) 770-4065  
Fax: (617) 770-2206  
<http://www.doveinc.info/>

## **Roxbury**

### **Renewal House**

Hotline: (617) 566-6881  
Business: (617) 542-6233  
<http://www.uuum.org/?q=node/14>

## **Salem**

### **Help for Abused Women and Their Children (HAWC)**

Hotline: (978) 744-6841  
Hotline: (978) 281-1135  
(Gloucester) Business: (978) 744-8552  
Fax: (978) 745-6886  
<http://www.helpabusedwomen.org/>

## **Somerville**

### **RESPOND, Inc.**

Hotline: (617) 623-5900 (TTY)  
Hotline: (781) 324-2221  
Business: (617) 625-5996  
Fax: (617) 623-4377  
E-mail: [info@respondinc.org](mailto:info@respondinc.org)  
<http://www.respondinc.org>

## **Springfield**

### **ARCH (Abuse and Rape Crisis Hotline)/ YWCA of Western Massachusetts**

Hotline: (800) 796-8711 (TTY)  
Hotline: (413) 733-7100  
Business: (413) 732-3121  
Fax: (413) 747-0542

## **Taunton**

### **New Hope, Inc.**

Crisis Hotline: (800) 323-HOPE (4673)  
Batterer Intervention Services: (877) 222-0083  
Business: (508) 226-4015  
Fax: (508) 226-6917  
<http://www.new-hope.org>

## **Vineyard Haven**

### **Martha's Vineyard Community Services**

Hotline: (508) 696-SAFE (7233)  
Business: (508) 693-7900  
<http://www.mvcommunityservices.com>

## **Waltham**

### **Support Committee for Battered Women**

Hotline: (800) 899-4000  
Business: (781) 891-0724  
Fax: (781) 891-3861

## **Webster**

### **New Hope, Inc.**

Crisis Hotline: (800) 323-HOPE (4673)  
Batterer Intervention Services: 1-877-222-0083  
Business: (508) 949-0452  
Fax: (508) 949-6482  
<http://www.new-hope.org/>

## **Westfield**

### **New Beginnings/YWCA of Western Massachusetts**

(413) 562-1920  
Business: (413) 562-5739  
(413) 572-2649

## **Worcester**

### **Rape Crisis Center of Central Massachusetts**

Hotline: (800) 870-5905  
Spanish Hotline: (800) 223-5001  
TTY: (888) -887-7130

### **YWCA/Daybreak Resources for Women and Children**

(508) 755-9030  
Business: (508) 755-5371  
Fax: (508) 767-1301

## Part 2—LEGAL SERVICES OFFICES

The following programs provide free legal services unless otherwise noted. The first section lists GENERAL CIVIL LEGAL SERVICES PROGRAMS alphabetically. The second section lists programs that handle specific legal topics.

Program intake hours are Monday–Friday, 9a.m.–5 p.m., unless designated otherwise. Legal services programs priorities may change based on funding, staffing, and client need. This list sets forth the current priorities of each program as of March 2008. You should contact the program directly for the most recent intake information.

Many programs have staff who speak languages other than English or have access to the Language Line (a telephone interpreting service).

The contact information and description of most of the programs listed in this manual were provided by Legal Advocacy & Resource Center, Inc. (LARC). LARC publishes a monthly newsletter called “Intake Update” that lists current intake information for major legal services programs throughout Massachusetts

If your organization would like to be informed of changes by mail or by e-mail on a monthly basis, you can subscribe to LARC Intake Update for a nominal annual charge by contacting LARC’s program administrator at (617) 603-1704 or leaving a message on the LARC administrative line at (617) 603-1705.

### A. General Civil Legal Services Programs

#### **ALTERNATIVES FOR COMMUNITY & ENVIRONMENT (ACE)**

2181 Washington Street, Suite 301,  
Roxbury MA 02119  
<http://www.ace-ej.org>  
(617) 442-3343  
Fax: (617) 442-2425

E-mail: [info@ace-ej.org](mailto:info@ace-ej.org)

**Service Area:** Statewide. Staff attorney focus within Boston area; pro bono panel (Massachusetts Environmental Justice Assistance Network) statewide.

**Cases Handled:** Representation and assistance to groups, including informal groups, but not to an individual.

**Environment/Environmental Justice:** Polluting businesses; proposals for development; unhealthy air or water; vacant lots; contaminated property; noxious odors; garbage dumping; rundown parks or no parks; noise; flooding; unsafe traffic; inadequate public services; other environmental or health problems.

Through the **Massachusetts Environmental Justice Assistance Network**, ACE coordinates a network of over two hundred private attorneys and law firms, environmental engineers, and health and environmental professionals who offer free advice and representation to *lower income* community groups with environmental issues and problems. Staff counsel also provides assistance.

#### **BOSTON COLLEGE LEGAL ASSISTANCE BUREAU (BCLAB)**

24 Crescent Street, Suite 202, Waltham, MA 02453-4088  
(781) 893-4793  
TTY: (781) 736-9006  
Fax : (781) 893-4799

**Service Area (see below for Elder service area):** Newton, Waltham, and Watertown

**Cases Handled:** Provides representation, no telephone advice.

**Housing:** Evictions for tenants only (priority given to people with children or people being evicted for reasons other than non-payment); public housing denials or evictions; utility shut-offs.

**Family Law: No uncontested divorces.** Contested divorces; custody (custodial and noncustodial parents); child support (priority given to custodial parents) and 209A emergency hearings.

**Government Benefits:** Denials of TAFDC, EAEDC, Food Stamps, EA or disability benefits (SSI/SSDI). Unemployment compensation denials.

Medicare/Medicaid denials or terminations.

**Consumer/Other:** Special Education cases. Suspensions and expulsions from schools in service area. Some consumer matters.

**Elder Service Area:** Serves people age sixty and older in Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley, and Weston. *Provides both telephone advice and representation to elders.*

**Elder cases handled (Free advice and/or referrals):** Wills, Homestead Act, landlord/tenant, power of attorney, health care proxies, and real estate issues.

**Elder cases handled (Full representation):** SSI/SSDI, SS retirement, eviction (tenants only), welfare denials, divorce, child support, 209A hearings.

### **CAMBRIDGE AND SOMERVILLE LEGAL SERVICES (CASLS)**

60 Gore Street Suite 203, Cambridge, MA 02141

<http://www.gbls.org>

(617) 603-2700

Fax: (617) 494-8222

**Service Area (see below for elder service area):**

Arlington, Belmont, Cambridge, Somerville, Winchester, Woburn.

**Cases Handled:**

**Government Benefits:** SSI and SSDI denials at ALJ stage; SSI/SSDI terminations and other issues but not SSI/SSDI Overpayments; cases re: TAFDC, child care, education and training, Food Stamps, MassHealth, EAEDC, EA shelter, and some veteran benefits.

**Housing:** Represents tenants in evictions.

Terminations/denials subsidized housing

**Mental Health And Disability Rights:** Considers cases where a mentally ill and/or disabled client believes his/her legal rights have been violated based on status as disabled person, including rights to services from mental health and other disability service agencies; Housing and Public Accommodation discrimination based on disability; Institutional Rights and discharge advocacy from psychiatric hospitals, nursing homes, and other institutional settings; Guardianship defense; Special education cases for children with psychiatric disabilities

**CASLS Elder Unit Service Area:** Cambridge and Somerville only.

**Cases Handled:** Government benefits; Access to health care and mental health services; Housing (tenants only); Nursing home residents' rights. Guardianship defense; Protective service issues. Limited advice on consumer issues. Intake located at GBLS' Friend Street building: Call (617) 603-1776 for elder intake.

**Family Law:** Located at GBLS; see GBLS Family Unit listing.

**Employment:** Located at GBLS; see GBLS Employment Unit listing

**Immigration:** Located at GBLS; see GBLS Immigration Unit listing.

### **COMMUNITY LEGAL SERVICES AND COUNSELING CENTER**

One West Street, Cambridge, MA 02139

<http://www.clsacc.org>

(617) 661 1010

Fax: (617) 661-3289

**Service Area:** Arlington, Belmont, Boston, Brookline, Cambridge, Chelsea, Everett, Medford, Somerville, Watertown

**Cases Handled:**

**Housing (Cambridge tenants only):** Offers pre-eviction advice as well as full representation in eviction cases. Evictions from Public and Private Housing; Loss of Housing due to Domestic Violence; Denial of Application for Public and Subsidized Housing; Termination of Housing Subsidy (e.g., Sec.8, MRVP) discrimination, (Section 8, children), reasonable accommodation, conditions.

**Government Benefits:** SSI/SSDI: denials, termination or reduction, disability review, work-related overpayment cases, and applications for people who have barriers that prevent them from applying on their own.

**Immigration:** Political asylum, U-Visas, immigration status for battered women where one spouse has legal status, special immigrant juvenile cases.

**Family Law:** Cases involving domestic violence in our service area, including Boston. We will do Intakes for cases that do not involve domestic violence only for custodial parents living in Cambridge or Somerville who are seeking child support.

Also offers individual, couple and group psychotherapy/counseling services in English on a sliding fee scale. Call main number to see if there are services available. Ask for the Clinical Director.

### **DISABILITY LAW CENTER**

Boston (617) 723-8455

(800) 872-9992

TTY:(617) 227-9464

(800) 381-0577

Northampton: (413) 584-6337

(800) 222-5619

TTY: (413) 582-6919

E-mail: [mail@dlc-ma.org](mailto:mail@dlc-ma.org)

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

**Intake Hours:** Monday–Friday, 9 a.m.–5 p.m. Intake is by telephone through our Boston office

**Service Area:** Statewide

**General information about services:** Information and referral, advice, short-term assistance, and legal representation for people with disabilities who have disability-related civil legal issues. Training and technical assistance to advocates and attorneys. All services are free. There are no income limits for services, but income may be a factor in case acceptance if capacity is limited.

**Case-handling priorities:**

**Abuse and Neglect:** Abuse and neglect of people with disabilities.

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**Education:** Cases involving special education students and students with disabilities.

**Housing:** Denials of admission to housing, rent subsidy (e.g. Section 8) terminations, denials of reasonable accommodations for reasons related to disability. Disability-related evictions, but only for callers who have been denied or are ineligible for representation by legal services.

**Employment:** Discrimination based on disability, either through termination or failure to hire. Denials of reasonable accommodations in the workplace

**Public Accommodations:** Denials of full and equal access to places of public accommodation. Failure to provide effective communication to people who are deaf.

**Community Services:** Denials of eligibility for services by the Department of Mental Health, the Department of Mental Retardation and the Statewide Head Injury Program. Short term assistance may be available to callers who get inadequate services from these agencies.

**Rights in Facilities** (facilities include any public or private residential setting, with 3 or more beds, that provides overnight care accompanied by treatment services): Abuse and neglect of individuals with disabilities in facilities. Incarcerated individuals who have been placed in segregation solely as a result of behaviors caused by mental illness. Rights concerning treatment, conditions, discharge planning, and voting.

**Health Care:** Individuals who have been denied prior approval for MassHealth coverage of durable medical equipment, prescription medication, PCA services, transportation, or other medically necessary MassHealth covered services. Individuals who are deaf or hard of hearing who have been denied interpreters or other effective communication in health care settings. Children approved for MassHealth coverage of private duty nurses who have not been able to fill all of their approved PDN hours. Advice about MassHealth CommonHealth deductibles.

**SSI and SSDI Benefits:** Technical assistance and training for attorneys, advocates and other providers about all aspects of the SSI and SSDI programs. Short-term assistance and advice in work-related overpayments for current recipients of SSI/SSDI or continuing MassHealth or Medicare. Representation in a limited number of work-related overpayments for deaf or blind individuals who were denied effective communication by SSA. Individuals with a Ticket to Work who are experiencing problems using their Ticket. Advice and information to beneficiaries about SSI/SSDI work incentives

**Special population priority:** Individuals with Traumatic Brain Injuries who have disability-related civil legal issues in any of the broad areas DLC covers.

### **GREATER BOSTON LEGAL SERVICES (GBLS)**

197 Friend Street, Boston, MA 02114

(617) 371-1234

(800) 323-3205

TTY: (617) 371-1228

Fax (617) 371-1222

<http://www.gbls.org>

**Service Area:** Boston, Braintree, Brookline, Canton, Chelsea, Cohasset, Everett, Hingham, Holbrook, Hull, Malden, Medford, Melrose, Milton, Newton, Norwell, Quincy, Randolph, Revere, Scituate, Stoneham, Wakefield, Waltham, Watertown, Weymouth, Winthrop, Wollaston.

**Cases Handled:**

**GBLS ASIAN OUTREACH UNIT:** Serves Asian immigrant clients with linguistic and/or cultural barriers in the following types of cases:

**Employment:** Unemployment, wage and hour, priority given to groups of workers who share a legal issue.

**Family:** Abuse prevention, divorce (wait list, except with urgent immigration issue).

**Immigration:** All areas, priority for removal of conditional status, if there is Domestic Violence; VAWA (Violence Against Women Act); naturalization, if client is disabled.

**Public assistance:** all cash assistance programs, food stamps, MassHealth, where immigration status is the barrier to client receiving assistance.

### **GREATER BOSTON ELDERLY LEGAL SERVICES:**

*No income guidelines. Client must be 60 or over and in greatest economic and social need.*

**Service Area:** Acton, Arlington, Boston, Braintree, Bedford, Boxborough, Burlington, Cambridge, Carlisle, Chelsea, Cohasset, Concord, Everett, Harvard, Hingham, Holbrook, Hull, Lexington, Lincoln, Littleton, Malden, Maynard, Medford, Melrose, Milton, Norwell, Quincy, Randolph, N. Reading, Reading, Revere, Scituate, Somerville, Stoneham, Stow, Wakefield, Weymouth, Winthrop, Wilmington, Winchester, Woburn

**Cases Handled (including advice and counsel, brief service and full representation, as appropriate):**

**Housing** issues for non-Boston residents (refer Boston elders to GBLS housing unit): Evictions; public/subsidized housing issues; real estate tax matters (if in danger of losing home).

**Government benefits:** SSI, SSDI, Food Stamps, EAEDC, Veteran's benefits.

**Nursing Home** issues.

**Health care access and Medicaid.**

**Consumer Law** issues, primarily with credit card debt

collection. Representing elders who are contesting a *guardianship or conservatorship* petition.

**GBLS EMPLOYMENT UNIT:** (617) 603-1810

**Client Priorities:** Clients must either: a) be living with their minor children, OR b) have lost a job at which their gross income was \$50,000 or less, OR c) have difficulty communicating in English; OR d) have other reasons why a lack of representation will be especially difficult i.e. difficulty articulating problem, illiteracy, low level of education, cultural or disability barriers; OR e) the cases involve day labor or other temp work issues, OR f) allegations of abuse, neglect or misappropriation faced by certified nurses aides.

**Access to Training:** Will handle cases for clients attempting to secure job training and income through the unemployment system, the trade adjustment act, or through the one stop career centers.

**Family and Medical Leave Cases:** Will handle denial of family and medical leave or termination due to absenteeism for these reasons.

**Representation of Community-Based**

**Organizations:** Will handle employment related advocacy issues and provide workers rights training, and assist with administrative or legislative advocacy.

**Tax Cases:** The GBLS Low Income Tax Clinic (LITC) project provides free tax assistance and representation to low income taxpayers who are immigrant workers or have limited English proficiency.

**Unemployment Cases:** Will handle Unemployment benefits appeals at any stage if application denied or employer appeals initial grant of benefits, or Division denies extended benefits for training or medical security program benefits (health insurance for unemployed).

**Wage and Hour Cases:** For *immigrants only*, wage and hour issues and working condition cases

**Other Cases:** The unit places special emphasis on the problems of day laborers, certified nurses aides, workers in temporary jobs, and workers seeking access to education and training opportunities.

**GBLS HEALTH UNIT:**

Will take SSI/SSDI (disability) cases after an initial denial if the initial claim was filed in Massachusetts after 8/1/2006. These cases are now evaluated under a new procedure, "DSI", and after initial denial, the case goes to the FEDRO, or federal reviewing official (no more reconsideration). This new process only applies to disability claims filed after 8/1/06.

SSI disability applications and SSI/SSDI application problems at the hearing stage; SSI cases where the client has had an ALJ hearing and the hearing has been continued so the client can get an attorney; SSI and SSI/SSDI termination problems only if termination is

due to SSA claiming caller has medically improved. SSA cases should be directly referred to Hale and Dorr LSC if within their jurisdiction. *Will not handle: Cases at initial or FEDRO stage; SSI/SSDI overpayment cases; SSI financial issues; SSA paternity related issues; SSA work related overpayments; Representative Payee issues; private short term or long term disability (LTD) insurance claims.*

**Health Care Access:** advice, counsel and full representation in access to public health insurance programs such as MassHealth, including CommonHealth, CMSP, UCP (hospital uncompensated care pool); MA health reform act programs such as Commonwealth Care; if Client has no health insurance, and wishes to speak to someone about it, refer to Unit.

**GBLS HOUSING UNIT:**

**Evictions:** Pro Se Clinic: Mondays at 9:30 am by appointment only. Clinic provides assistance in filing paperwork for eviction hearings. Also individual representation in eviction matters. Limited representation in obtaining subsidy or admission to public housing or if is having problems with a subsidy. Transfer problems for victims of DV Emergency Shelter Issues. Will handle cases involving EA (Emergency Assistance). Limited intake for shelter location issues if related to disabilities, employment, or education. No assistance regarding shelter conditions

**GBLS IMMIGRATION UNIT:**

Will handle political asylum cases, cases involving battered women, unaccompanied minors, and language access issues. When Walk-in Intake is open, Telephone Intake messages can be left requesting call backs at 617-603-1637 and calls will be returned as time permits. Phone messages are not checked and calls are not returned when walk-in intake is closed.

**GBLS MEDICARE ADVOCACY PROJECT (MAP)** located at GBLS: (800) 323-3205

**Service Area:** Commonwealth of Massachusetts. *No income guidelines. Caller must be Medicare eligible.*

Assists elders and person with disabilities with Medicare and Medicare related matters. Provides advice, referral, brief service, and full representation as appropriate in cases described below.

**Cases handled:** Wrongful denial of coverage of such services as physician's care, home health care, skilled nursing care, durable medical equipment, and more.

**Medicare Part A issues:** Hospitals, skilled nursing facilities, hospice care, home health care.

**Medicare Part B:** Physician services, durable medical equipment, ambulance services, oxygen therapy, etc.

**Part B enrollment problems:** Premium penalties & waiting periods; payment of Part B premiums;

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**Part C:** Medicare Advantage Plans (HMO, managed care plans; fee for service plans): enrollment dates, eligibility issues;

**Medicare Part D prescription drug issues:**

Enrollment, low-income subsidy eligibility; penalties; medication denials; transition from MassHealth to Part D *if caller will run out of medication within the week: emergency.*

**Other:** Prescription Advantage issues.

**GBLS WELFARE UNIT:**

*Note: The Welfare Unit will not perform Intakes for EAEDC terminations based on adverse determinations of disability, where the client speaks English.*

Will handle denials, termination, or other problems with: TAFDC, EAEDC, Food Stamps, disability and other exemptions, welfare reform rules, immigrant eligibility for welfare benefits, child care benefits, welfare recipients' access to job training or education, including ESL, adult basic education, GED, or college. (When the Poverty Law Clinic as NUSL is open, we refer some cases, especially EAEDC and Food Stamps.)

**HARVARD LEGAL AID BUREAU**

23 Everett Street, First Floor,  
Cambridge, MA 02138  
(617) 495-4408

<http://www.law.harvard.edu/students/orgs/hlab/>

**Service Area (not including Family Law):** Arlington, Belmont, Boston (all of Suffolk County), Burlington, Cambridge, Chelsea, Everett, Malden, Medford, Melrose, Newton, N. Reading, Revere, Somerville, Stoneham, Wakefield, Waltham, Watertown, Weston, Wilmington, Winchester, Winthrop, Woburn.

**Service Area for Family Law cases:** Acton, Arlington, Ashby, Ashland, Ayer, Bedford, Belmont, Billerica, Boxborough, Burlington, Cambridge, Carlisle, Chelmsford, Concord, Dracut, Dunstable, Everett, Framingham, Groton, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Littleton, Lowell, Malden, Marlborough, Maynard, Medford, Melrose, Natick, Newton, North Reading, Pepperell, Reading, Sherborn, Shirley, Somerville, Stoneham, Stow, Sudbury, Tewksbury, Townsend, Tyngsborough, Wakefield, Waltham, Watertown, Wayland, Westford, W. Townsend, Weston, Wilmington, Winchester, and Woburn.

**Cases handled:**

**Family Law:** Cases for custodial parent in Middlesex (Cambridge Division only) and Suffolk County; divorce, 209A issues, support, custody, contempt, etc. Accepting cases involving domestic violence, restraining order against opposing party or kidnapping/threat to kidnap.

**Housing:** Evictions- private, public or subsidized housing at Notice to Quit or Summons and Complaint Stage. Currently, first priority for no-fault (especially bank foreclosures) and non-payment cases. Section 8 voucher terminations at court appeal stage only.

**Government Benefits:** SSI/SSDI-FedRO and ALJ stage: currently accepting cases on new track only (initial filing date after September 15). No overpayments. Unemployment benefits – DUA hearings only. Will handle cases involving reductions and denials for Food Stamps, TAFDC, EAEDC, MassHealth and Veterans' Benefits.

**Wage and Hour:** Representation to clients who have not been paid the wages, overtime and other compensation they have earned

### **JEWISH FAMILY AND CHILDREN'S SERVICES HOUSE OF JUSTICE (BET TZEDEK)**

1430 Main Street (Rte. 117), Waltham, MA 02451  
<http://www.jfcsboston.org>  
(781) 647-5327

**Contact:** Rachel Pemstein

**Service Area:** Greater Boston

*Provides referrals to pro bono attorneys for clients below 200% of the Federal Poverty Level in the following areas:*

**Housing:** Landlord/Tenant, Subsidized Housing, Foreclosure.

**Family Law:** Divorce, Alimony, Custody, Visitation, Domestic Violence, Guardianship, Conservatorship.

**Public Benefits:** Denials, Appeals, Social Security, SSDI, SSI, Medicaid, Unemployment, Welfare, Food Stamps.

**Consumer Law:** Bankruptcy, Debt Collection, Contracts, Unfair Practices, Public Utilities

**Immigration:** Citizenship.

**Individual Rights:** Holocaust Reparations, Special Education, Discrimination.

*Will Assist Russian Clients.*

### **LEGAL ADVOCACY AND RESOURCE CENTER, INC.**

197 Friend Street, Boston, MA  
<http://www.larcma.org>

(617) 603-1700

(800) 342-LAWS

**TTY:** (617) 371-1226

**Fax:** (617) 371-1188

**Bankruptcy Line:** (617) 603-1584

**SSI Line:** (617) 603-1515

(Bankruptcy and SSI lines are voicemail boxes, please leave request for callbacks)

**Portuguese Voicemail Box:** (617) 603-1749

**Intake hours:** 9 a.m.–3 p.m. Mon., Tues., Thurs., Fri., and 9 a.m.–12:30 p.m. Weds. Tuesday night hours: 5–7:30 pm

**Service Area:** Statewide

No income limits. Telephone information and advice, pro se assistance and referrals on civil law issues including housing, domestic relations, employment, consumer, public benefits, health, trust and estates and bankruptcy issues, and 209A abuse prevention orders. LARC is also the central telephone advice hotline for CORI related legal issues.

**Debtors' Rights Clinic:** Clients must be registered before the Clinic and can do so by calling the Hotline. Client education session is conducted by LARC advocates. The sessions are offered in English. Information about their rights with respect to judgment proof status and the Fair Debt Collection Practices Act; Q&A session.

*Provides intake and referral services for Greater Boston Legal Services, Cambridge and Somerville Legal Service, the Volunteer Lawyers Project and South Middlesex Legal Services.*

### **LEGAL ASSISTANCE CORPORATION OF CENTRAL MASS.**

405 Main Street, 4th Floor, Worcester, MA 01608  
(508) 752-3718  
(800) 649-3718

**TDD:** (508) 755-3260

<http://www.laccm.org>

For non-elder intakes on family, housing, and government benefits issues, call Mass Justice Project (Worcester) at (508) 831-9888.

**<http://www.LiveJustice.org>** is an interactive Web site where income-eligible Worcester County residents can access real time, confidential legal advice and information on housing matters.

**Service Area:** Worcester County

**Cases Handled:**

**Family:** Will handle divorces for custodial and non-custodial spouses if client is victim of domestic abuse. Will also handle restraining order cases if client is victim of domestic abuse. Also has an uncontested divorce project-will represent if no issues of custody, visitation, no issue of property division, alimony or custody visitation. *Also housing, public benefits, disability and Medicare advocacy.*

**ELDER Unit: Service Area:** Worcester County (except: Athol, Harvard, Northborough, Petersham, Philipston, Royalston, Southborough, and Westborough) plus Ashby, Ayer, Groton, Pepperell, Shirley, Townsend, Bellingham, Franklin, Medway.

**Cases Handled:** Social Security, SSI, EAEDC, Veterans benefits, Railroad Retirement benefits, Food Stamps. Access to Health care-Medicaid,

MassHealth/Medicare. Nursing home discharges, transfers and quality of care issues.

Guardianship/conservatorship defense. Elder abuse including financial exploitation. Evictions, public/subsidized housing denials/terminations, Homesteads, Healthcare proxies and Power of Attorneys.

### **LEGAL SERVICES CENTER (also known as Wilmer Hale Legal Services Center)**

122 Boylston Street, Jamaica Plain, MA 02130

(617) 522-3003

(617) 522-0715

(617) 522-3575 TTY

<http://www.law.harvard.edu/academics/clinical/lsc/>

**Service Area:** Jamaica Plain, Hyde Park, Roslindale, West Roxbury, parts of the Fenway, South End, Dorchester, South End, Roxbury, and Mattapan. Cases accepted outside of this area on an individual case decision.

**Cases Types Handled:**

**Family Law:** For custodial parent: 209A cases, divorce, paternity, guardianship, adoption, contempt, modification.

**Government Benefits:** AFDC, EAEDC, Food Stamps, EA, SSI, Social Security

**Employment Discrimination and Civil Rights:**

Employment rights and benefits including pension, insurance protection, employment discrimination and reasonable accommodation, discrimination, ADA and FMLA matters.

**Housing:** Eviction defense, efforts to improve housing conditions and housing discrimination matters. Will take subsidy cases but no BHA cases. Weekly pro se housing clinic.

**Estates and Financial Planning:** Estate planning (wills and trusts), probate practice, debt counseling and bankruptcy, private insurance.

**Community Enterprise Project:** Legal assistance in the areas of business law, real estate law, non-profit and tax exempt law. Services provided to small businesses.

### **MASSACHUSETTS JUSTICE PROJECT**

57 Suffolk Street, 4th Floor, Holyoke, MA 01040

(413) 533-2660

**Service Area:** Hampden, Hampshire, Franklin and Berkshire counties. Telephone information, pro se advice, brief services and referrals on most civil legal services problems, in particular housing, domestic relations, employment, consumer, public benefits, health, trust and estates and bankruptcy issues. Also

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provides full representation in a very limited number of cases.

**Provides Intake and Referral services for Western Mass. Legal Services.**

### **MASSACHUSETTS JUSTICE PROJECT**

405 Main Street, 3rd Floor, Worcester, MA 01608

(508) 831-9888

(888) 427-8989

**Service Area:** Worcester County

Telephone information, pro se advice, brief services and referrals on most civil legal services problems, in particular housing, domestic relations, employment, consumer, public benefits, health, trust and estates and bankruptcy issues. *Provides intake and referral services for Legal Assistance Corp. of Central Mass.*

### **MENTAL HEALTH LEGAL ADVISORS COMMITTEE**

399 Washington Street, 4th Floor Boston, MA 02108

(617) 338-2345, Ext. 20

(800) 342-9092

**Fax:** (617) 338-2347

<http://www.state.ma.us/mhllac>

**Intake hours:** Mon., Wed. and Fri., 8:30 am–1 pm (Telephone only, no walk-ins). Callers leave a message and receive a call back. *No income guidelines. Civil matters only.*

**Cases Handled:** (generally advice in cases where other side is alleging mental illness or mental health issue; illness can be undiagnosed); primarily phone advice and referrals, direct representation on case-by-case basis).

**DMH Complaints:** legal rights information re: treatment at facilities.

**Managed Care:** advise consumers on access to mental health services from private and public insurers; assist consumers with appeals to public and private insurers. Mental Health Parity.

**Family Law:** custody, visitation, guardianship, paternity.

**Health:** SSI/SSDI

**Consumer/Other:** credit issues & general housing advice. Referrals to Clubhouse Family Legal Support Project.

**Guardianship:** general information

**Other areas:** Commitment, Special Education, Medication, Employment Law, Access to Medical Records, Legal rights information to mental health patients and their families.

### **MERRIMACK VALLEY-NORTH SHORE LEGAL SERVICES**

35 John Street, Suite 302, Lowell, MA 01852

(978) 458-1465

(800) 336-2262

**TTY:** (978) 452-4740

**Fax:** (978) 458-3481

<http://www.mvlegal.org>

**Service area:** Amesbury, Andover, Ashby, Ayer, Beverly, Billerica, Boxboro, Boxford, Burlington, Byfield, Chelmsford, Danvers, Dracut, Dunstable, Essex, Georgetown, Gloucester, Groton, Groveland, Hamilton, Haverhill, Ipswich, Lawrence, Lowell, Littleton, Lynn, Lynnfield, Manchester, Marblehead, Merrimac, Methuen, Middleton, Nahant, Newbury, Newburyport, North Andover, North Reading, Peabody, Pepperell, Reading, Rockport, Rowley, Salem, Salisbury, Saugus, Shirley, Swampscott, Tewksbury, Topsfield, Townsend, Tyngsborough, Wenham, Westford, West Newbury, Wilmington.

**Cases handled:**

**Domestic relations:** Representation of custodial parent who has been a victim of domestic violence in a wide range of family law matters including divorce, custody, visitation, child support, contempt and modifications; 209A cases (Lowell District Court Clinic); limited acceptance for divorce cases which do not involve domestic violence (parties must be separated at least one year and there must be minor children of the marriage); guardianship of children in which the caller is at risk of losing the child[ren] living with him/her or has already lost custody of the child[ren] within last 4 months.

**Government benefits:** Termination/Denials of TAFDC, EAEDC, Food Stamps, Veterans Services, Medicaid, EA

**Housing:** Eviction defense, bad conditions, terminations, public and subsidized housing, landlord/tenant evictions.

**Consumer:** Bankruptcy, mortgage foreclosures, consumer cases, consumer cases for those over 60.

**Special Education**

**ELDER Unit (Lowell): (978)458-1465**

**Service area:** Andover, Amesbury, Billerica, Boxford, Chelmsford, Dracut, Dunstable, Georgetown, Groveland, Haverhill, Lawrence, Lowell, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, Tewksbury, Tyngsborough, Westford, West Newbury.

**Elder Unit Cases handled:** any of the above cases and opposition to guardianship, SSI/SSDI terminations, denials and reductions due to financial reasons and overpayments, nursing home/rest home/assisted living issues, regarding involuntary transfer, discharge or evictions elder abuse, and Medicare issues.

### **NEIGHBORHOOD LEGAL SERVICES**

37 Friend Street, Lynn, MA 01902

(781) 599-7730,  
**TDD:** (800) 747-5056  
**Fax:** (781) 595-2022  
**TTY:** (781) 477-6001

Satellite:  
 170 Common Street, Suite 300  
 Lawrence, MA 01840-1507  
 (978) 686-6900  
**TDD:** (800) 657-2889  
**TTY:** (978) 685-9527  
<http://www.neighborhoodlaw.org>

**Service Area:** Essex County

*Southern Essex County* includes the following communities: Beverly, Danvers, Essex, Gloucester, Hamilton, Ipswich, Lynn, Lynnfield, Manchester-by-the-Sea, Marblehead, Middleton, Nahant, Peabody, Rockport, Salem, Saugus, Swampscott, Topsfield, Wenham.

*Northern Essex County* includes the following communities: Amesbury, Andover, Boxford, Byfield, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newburyport, North Andover, Newbury, Rowley, Salisbury, and West Newbury

**Cases Handled:**

**Domestic relations:** Pro Se Divorce Clinic (In English and Spanish) for uncontested divorces for custodial and non-custodial parent as long as there is no domestic abuse. Weekly help line to answer *brief* family law questions via telephone. Also will provide direct representation in domestic abuse cases in *Southern Essex County only*. Three direct representation cases are accepted each week with intake opening on Tuesday morning.

**Government benefits:** SSI, Welfare, Medicaid (denials, terminations or reductions), food stamps, WIC, fuel assistance. Priority assistance to families threatened with denial and/or termination of emergency shelter under the EA program.

**Housing:** Lynn office handles evictions, subsidy terminations and other matters involving the Lynn Housing Authority ONLY. The Lawrence office handles eviction cases and subsidy terminations in the Northern Essex County only.

**Economic development:** Assisting individuals and low income groups plan and implement development projects designed to assist individuals escape poverty.

**Legal Assistance for People with HIV and AIDS:** *Southern Essex County only*. Provided through private attorney volunteer panel. Health care issues, power of attorney, wills, public assistance, disability, family issues, discrimination.

**Bankruptcy Clinic:** *Southern Essex County area only*. Clinic concerning debtor issues and bankruptcy taught by experienced attorney. Some Pro Bono referrals made after clinic attendance.

**Employment:** Advice only service for Unemployment compensation denials, unpaid wages, and FMLA issues. Intakes are done on Mondays.

**Tax Preparation: ELDER Law Project:** *Southern Essex County area only*. Call Neighborhood Legal Services, who will refer caller to local elder agency for intake. All services listed above, plus cases dealing with financial exploitation, abuse, nursing home issues. Age 60 and over, no income limits.

**NEW CENTER FOR LEGAL ADVOCACY**

Main Office: 257 Union Street  
 New Bedford, MA 02740  
 (800) 244-9023

**TTY:** (508) 990-7755

**Fax:** (508) 979-7162

18 Main Street Extension, Plymouth, MA 02360  
 (800) 244-9023

**TTY:** (508) 746-2777

**Fax:** (508) 746-4311

**Intake hours:** Monday through Thursday 8:30 a.m.–3 p.m., Tuesday 5:00 p.m.–7:30 p.m.

**Also handles non-Elder Intakes for South Coastal Counties Legal Services, Inc.**

**Service Area:** Counties of Barnstable, Bristol, Duke, Nantucket and Plymouth

**Barnstable:** Barnstable (includes Centerville, Craigville, Cotuit, Hyannis, Hyannisport, Marstons Mills & Osterville), Bourne (includes Buzzards Bay, Cataumet, Pocasset and Sagamore), Brewster, Chatham, Dennis, Eastham, Falmouth (includes Sippewissett, Teaticket, Waquoit and Woods Hole), Harwich, Hyannis, Manomet, Mashpee (includes New Seabury and Popponesset), Orleans, Provincetown, Sandwich (includes Forestdale and Scusset), Truro, Wareham, Wellfleet, and Yarmouth (includes Bass River, Great Island and Yarmouthport).

**Bristol:** Acushnet, Attleboro, Berkley, Dartmouth, Dighton, Easton, Fairhaven, Fall River, Freetown (includes Assonet), Mansfield, New Bedford, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton and Westport.

**Duke:** Martha's Vineyard (includes Chilmark, Edgartown, Gay Head, Oak Bluffs, Tisbury, West Tisbury) and Gosnold

**Nantucket**

**Norfolk:** Avon, Stoughton.

**Plymouth:** Abington, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Halifax, Hanover, Hanson, Kingston, Lakeville, Marion, Marshfield, Mattapoisett, Middleboro, Onset, Pembroke, Plymouth, Plympton, Rochester, Rockland, Wareham, West Bridgewater and Whitman.

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**Cases Handled:** Telephone information, pro se advice, brief services and referrals for most civil legal services problems; in particular housing, domestic relations, employment, consumer, public benefits, health, wills and estates, including simple document preparation (durable powers of attorneys, health care proxies, simple wills, life estates), special education, and bankruptcy issues. Full legal representation in certain family, consumer, and some housing law cases with priority given to cases with domestic abuse and bankruptcy.

**Bankruptcy Cases and other limited consumer issues.**

**Family Law:** priority given to cases with domestic abuse. Divorce, Child Support, Custody, Guardianship, Paternity.

**Housing:** Evictions, Subsidy terminations; Advice on Utility Shut-offs and foreclosures **Government**

**Benefits:** EAEDC, TAFDC, Social Security, Food Stamps, MassHealth, Medicaid, Medicare

**Unemployment Denials**

Special Education

### **NEW ENGLAND SCHOOL OF LAW— CLINIC LAW OFFICES**

(617) 422-7380

**Service Area:** Boston, Malden, Melrose, Wakefield

**Cases Handled:**

**Domestic Relations:** Child support, custody and visitation (even if the parents have never been married).

**Family Law:** Divorce only with children in the marriage

**Government Benefits:** SSI/SSDI and Unemployment benefit appeals only.

**Cases not handled:** Consumer, Housing and DSS cases.

### **SHELTER LEGAL SERVICES**

(617) 552-0623

<http://www.shelterlegalservices.org>

**Intake through clinics.** With the help of volunteer law students and attorneys, delivers legal services to the homeless and low income in cooperation with area shelters. Legal issues handled are focuses primarily in the following areas: Domestic (family), Labor, Landlord/Tenant, Consumer and Benefit's Law.

*Please call in advance to verify date and time.*

**Monday evenings** 5–7:30 p.m. at **Rosie's Place**, 889 Harrison Avenue, Roxbury, MA 02118 Tel. (617) 442–9322 (homeless low-income women).

**Tuesday mornings** 8:30 a.m. at **Multi-Service Center for the Homeless**, 19 Brookline St., First floor, Cambridge, MA 02139 (homeless low-income in Cambridge)

**Wednesday mornings** 10:00 a.m. at **Chelsea Soldiers' Home**, 91 Crest Avenue, Chelsea, MA Tel. (617) 884-5660 (low income veterans).

**Wednesday evenings** 6–9 p.m. at **New England Shelter for Homeless Veterans**, 17 Court Street, Boston, MA 02108. Tel. (617) 248-9400 (low-income Veterans)

### **SOUTH COASTAL COUNTIES LEGAL SERVICES, INC.**

Administrative Offices: P.O. Box 2507

Fall River, MA 02722

(508) 676-5022

Call New Center For Legal Advocacy for all non-elder Intakes at: (800) 244-9023

Call Hyannis South Coastal Counties Legal Services, Inc. for Cape Cod Area non-elder Intakes at: (508) 775-7020 or (800) 742-4107

### **ELDER LAW PROJECTS:**

**Hyannis:** (508) 771-7458 or (800) 742-4107  
460 West Main Street, Hyannis, MA 02601

**Brockton:** (508) 586-2110 or (800) 244-8393  
231 Main Street, Suite 201, Brockton, MA 02301

**New Bedford:** (508) 979-7150 or (800) 929-9721  
21 South Sixth Street, New Bedford, MA 02740-5997

**Fall River:** (508) 676-6265 or (800) 287-3777  
22 Bedford Street, Fall River, MA 02720

**For non-elder Intakes on the following issues, (800) 244-9023:**

**Service Area:** Abington, Acushnet, Attleboro, Avon, Barnstable county (Barnstable includes Town of Barnstable, Bourne, Brewster, Chatham, Dennis, Eastham, Falmouth, Harwich, Hyannis, Mashpee, Orleans, Provincetown, Sandwich, Truro, Wellfleet, Yarmouth), Berkley, Bridgewater, Brockton, Dartmouth, Dighton, Dukes County (Chilmark, Edgartown, Gay Head, Gosnold, Oak Bluffs, Tisbury, West Tisbury), East Bridgewater, Easton, Fairhaven, Fall River, Freetown, Gosnold, Halifax, Hanover, Hanson, Mansfield, Marion, Mattapoisett, New Bedford, Norton, Nantucket County and part of Plymouth County (Carver, Cedarville, Duxbury, Halifax, Hanson, Kingston, Lakeville, Marion, Marshfield, Middleborough, Pembroke, Plymouth, Plympton, Rochester and Wareham. Raynham, Rehoboth, Rochester, Rockland, Seekonk, Somerset, Stoughton, Swansea, Taunton, Wareham), West Bridgewater, Westport, Whitman.

**Cases Handled:**

**Bankruptcy, Education, Immigration, Employment:**  
Unemployment denials

**Family Law:** Divorces for primary caretakers, cases dealing with domestic abuse and contested custody. Protection from abuse. Paternity/support cases.

**Government benefits:** Will handle terminations/denials of SSI, AFDC, EAEDC, food stamps, Medicaid/Medicare, MassHealth and unemployment.

**Housing:** Eviction defense. Subsidy terminations/denials. Foreclosures, Advice on Utility Shutoffs.

**ELDER Law Project: (508) 771-7458**

**Service Area:** Barnstable County (Hyannis, Bourne, Brewster, Chatham, Dennis, Eastham, Falmouth, Harwich, Mashpee, Orleans, Provincetown, Sandwich, Truro, Wellfleet, Yarmouth) Dukes County (Chilmark, Edgartown, Gay Head, Gosnold, Oak Bluffs, Tisbury, West Tisbury) and Nantucket County.

**Cases Handled:** See above plus reverse mortgage, health care, power of attorney.

**ELDER Law Project (60+, no income guidelines):**

**Service Area:**

**New Bedford office: (800) 929-9721:** Acushnet, Dartmouth, Fairhaven, Gosnold, Marion, Mattapoisett, New Bedford, Rochester.

**Brockton office: (800) 244-8393:** Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Lakeville, Marshfield, Middleboro, Pembroke, Plymouth, Plympton, Rockland, Stoughton, Wareham, West Bridgewater, Whitman.

**Fall River office: (800) 287-3777:** Attleboro, Berkley, Dighton, Fall River, Freetown, Mansfield, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton, Westport.

### ***SOUTH MIDDLESEX LEGAL SERVICES (SMLS)***

354 Waverly Street, Framingham, MA 01702

(508) 620-1830

(800) 696-1501

Fax (508) 620-2323

<http://www.smlegal.org>

**Service Area:** Acton, Ashland, Bedford, Bellingham, Canton, Carlisle, Concord, Dedham, Dover, Foxborough, Framingham, Franklin, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Marlborough, Maynard, Medfield, Medway, Millis, Natick, Needham, Norfolk, Norwood, Plainville, Sharon, Sherborn, Stow, Sudbury, Walpole, Wayland, Wellesley, Weston, Westwood, Wrentham.

**Cases Handled: Family Law:** Divorce Wait-List for custodial parents or disabled clients; 209A cases. Also maintain pro bono divorce panel.

**Government Benefits:** Employment. Limited SSI/SSDI intake. Will handle welfare cases (AFDC, EAEDC, Food stamps).

**Housing:** Eviction defense (housing clinic on Mondays and Fridays), section 8 terminations mortgage foreclosures. Clients should call SMLS directly for registration for the clinic.

**Bankruptcy & Wills:** Pro Bono referrals

**Homeless Project:** Cases in all subject areas for persons who are homeless or in transitional housing (except divorces).

**ELDER Project: Service Area:** Ashland, Canton, Dedham, Dover, Foxborough, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Medfield, Millis, Natick, Norfolk, Northborough, Norwood, Plainville, Sharon, Sherborn, Southborough, Sudbury, Walpole, Wayland, Westborough, Westwood, Wrentham.

**Cases Handled:** Government benefits, health benefits, housing, nursing home issues, pro bono referrals for bankruptcies, divorces, simple wills (**must be income eligible**), health care proxies, and unemployment.

### ***TRI-CAP, INC.***

#### **PRO BONO LEGAL PROJECT**

110 Pleasant Street, 2nd Floor, Malden, MA 02148

(781) 322-4125

<http://www.tri-cap.org>

**Service area:** Everett, Malden, Medford, Melrose, Wakefield.

**Cases handled: (note:** meritorious cases may be waitlisted for an available pro bono or staff attorney)

**Bankruptcy** cases and **Consumer** cases: Pro bono panel attorney for bankruptcy. In house assistance with judgment proof determination. Brief advice.

**Family Law:** Waiting list for In-house representation and pro bono panel attorney for divorce. Brief advice.

**Unemployment:** In-house representation

**Government Benefits:** Pro bono panel attorney.

**Housing:** In-house representation for eviction defense. Subsidy terminations/denials. Brief advice and advocacy. Pro se answer and discovery clinic.

**Probate:** Simple Wills and probate of simple estates. Wait list.

### ***VOLUNTEER LAWYERS FOR THE ARTS OF MASSACHUSETTS, INC.***

249 A Street, Studio 14, Boston, MA 02210

(617) 350-7600

(800) 864-0476

Fax: (617) 350-7610

TTY: (617) 350-7600

E-mail: [mail@vlama.org](mailto:mail@vlama.org)

<http://www.vlama.org>

**Service Area:** Statewide

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The VLA provides *pro bono* assistance for income-eligible artists and arts organizations, on all art-related legal problems including but not limited to contracts, copyright, trademark, first amendment, not-for-profit incorporations, consignment of fine art, collections and live/work space.

### **VOLUNTEER LAWYERS PROJECT (VLP)**

99 Chauncy Street, Suite 400, Boston, MA 02111  
(617) 423-0648

TTY: (617) 338-6790

LARC: (617) 603-1700 (Use LARC number for Intakes unless otherwise indicated.)

<http://www.vlpnet.org>

**Service Area:** Arlington, Belmont, Boston, Braintree, Brookline, Cambridge, Canton, Chelsea, Cohasset, Everett, Hingham, Holbrook, Hull, Malden, Medford, Melrose, Milton, Newton, Norwell, Quincy, Randolph, Revere, Scituate, Somerville, Stoneham, Wakefield, Waltham, Watertown, Weymouth, Winchester, Winthrop, Woburn, Wollaston. *All clients, including elders, must be financially eligible for legal services.*

#### **Cases Handled:**

**Bankruptcy:** Debt must be at least \$5,000, client must own a home or have garnishable wages; call LARC for intake at (617) 603-1584

**Consumer:** Consumer cases including problems with student loans, foreclosures, denial of insurance claims. VLP also helps with tax issues such as requesting hardship exemptions. Call LARC first when dealing with consumer and tax cases.

**CORI:** VLP will now assist clients in sealing their criminal records. Call LARC for intake.

**Family Law:** (Cannot handle emergencies, so active domestic violence issues should be referred to GBLS or elsewhere.) Divorce cases on behalf of the custodial parent or where there are no children of the relationship or the children are adults. Cases on behalf of a custodial parent who is seeking child support, where the non-custodial parent has income and/or assets. Call LARC for intake.

**Guardianship:** Uncontested guardianship cases where the client is seeking to become the guardian of a minor child OR of an incapacitated person (including incapacitated elders). Call LARC for guardianship cases

**Housing Intake:** VLP is accepting housing transfer cases. Evictions and home ownership issues for Landlords. Public Housing transfer cases. Foreclosures. Representation of tenants in Tenant-Landlord issue at the Notice to Quit stage (NOTE: do NOT refer cases where Client is being evicted from public housing for drug use).

**Housing condition cases:** (Private or public housing where landlord was on notice before the person stopped paying rent and the case is in the Notice to Quit stage).

**Tort Defense :** Will handle tort cases if client is being sued for more than \$2000. (Civil cases); call LARC for intake.

**Utilities:** Will accept cases concerning issues with utilities: service, termination, payment plan, etc.

**Wills:** Must be over 60 or have a life threatening illness. Call LARC for intake for both wills and probate matters.

**Wage & Hour:** Will accept cases for clients who have not been paid minimum wage or overtime

**Also handles:** call LARC first about unemployment and SSI (denials and terminations also)

**SSI Overpayments Intake** Developing new intake criteria for real estate matters and looking for the following types of cases: *foreclosure* where there are defenses or where a Chapter 13 would be appropriate, *elderly landlords* who need to evict problematic tenants, people who could *inherit a house* if VLP just did the probate or administration of an estate, and *improper transfer* from owner to family members or friends.

VLP works in partnership with South Middlesex Legal Services on some cases in the Framingham/South Middlesex service area. Presently, intake for those towns start at SMLS.

### **WESTERN MASS. LEGAL SERVICES**

**Northampton:** (413) 584-4034

(800) 639-1309 (Franklin and Hampshire County residents)

20 Hampton Avenue, Suite 100,  
Northampton, MA 01060

**Greenfield:** (413) 774-3747 or (800) 639-1309  
(Franklin County residents)

55 Federal Street, Greenfield, MA 01301

**Pittsfield:** (413) 499-1950 or (800) 639-1509  
(Berkshire County residents)

152 North Street, E-155, Pittsfield, MA 01201

**North Adams:** (413) 664-4531  
(Berkshire County residents)

85 Main Street, North Adams, MA 01247

**Springfield:** (413) 781-7814 or (800) 639-1109

One Monarch Place, Suite 400, Springfield, MA 01144

**Service Area:** Hampden, Hampshire, Franklin and Berkshire counties.

**Cases Handled:** For *non-elder intakes* on the following issues, call **Mass Justice Project Holyoke**, (413) 533-2660.

**Government benefits:** All programs administered by the department of Transitional Assistance (including Medicaid), SSI, unemployment insurance, disability, veterans benefits, homeless programs, Medicare.

**Housing:** Representation for eviction defense, issues relating to public and subsidized housing; illegal landlord actions such as lockouts and denials of basic services. General advice on other matters such as code enforcement and security deposits

**Family Law:** Divorce, assistance to preserve existing child custody arrangements, protection from domestic violence, problems with DSS where there is no appointed counsel. Clinic for no fault divorces.

**Employment Law:** Unemployment benefits, enforcement of wage and hour claims, access to job training and education, monitoring the processing of claims, and access to services and conduct hearings at DET.

**ELDER Unit:** Issues identified above and cases involving protection from physical abuse, financial exploitation and protection from unwarranted control over one's destiny. Info on other matters. **Call:**

**Springfield:** (413) 781-7814; (800) 639-1109 (Hampden County residents); **Northampton:** (413) 584-4034; (800) 639-1309 (Hampshire & Franklin County residents); **Pittsfield:** (413) 499-1950; (800) 639-1509 (Berkshire County resident).

## B. Special Topics/Legal Representation

Programs listed below provide representation, advice or assistance to people with specific types of legal problems. These programs may be free or on a sliding fee scale. Government agencies and hotlines do not have income requirements. The Special topics include: AIDS/HIV, Children/Education, Child Support/Family Law Consumer/Government Resources, Criminal, Disabilities/Mental Health/Health, Discrimination Elder, Environment, Housing, Immigration, Social Services, Sexual Assault, Taxes, Bar Association And Law Library Programs, and Lawyer Referral Services.

### AIDS/HIV

#### AIDS ACTION COMMITTEE

294 Washington Street, 5th Floor, Boston, MA  
(617) 437-6200

**TTY:** (617) 437-1394

**HIV Hotline:** (800) 235-2331, **TTY:** (617) 437-1672

**HEP-C Hotline:** (888) 443-4372, **TTY:** (617) 437-1672

**Service Area:** Greater Boston if client diagnosed by physician as having AIDS or HIV

**Cases Handled:**

Estate planning, guardianship and bankruptcy. Provides information and assistance in applying for income benefits including private disability insurance, Social Security, EAEDC and health coverage through public or private programs.

Other services include a statewide hotline, Housing Advocacy, Transportation Program, Rental Start-up, Homelessness Prevention, and HIV Health Library. Some programs have eligibility guidelines.

### LEGAL SERVICES CENTER

(Formerly known as Wilmer Hale Legal Services Center)

122 Boylston Street, Jamaica Plain, MA 02130  
<http://www.law.harvard.edu/academics/clinical/lsc>  
(617) 522-3003

**AIDS Law Clinic:** Provides general civil legal services as well as bankruptcy, estate planning, wills and trusts for HIV positive individuals.

### CHILDREN/EDUCATION

#### CHILDREN'S LAW CENTER OF MASS.

298 Union Street, 2nd Floor, P.O. Box 710  
Lynn, MA 01903  
(781) 581-1977  
(888) KID-LAW8

**Intake:** Monday–Friday 9 a.m.–5 p.m. The calls will be put into an Intake worker's voice mail where the caller can leave their name and phone number. They will be called back within 24 hours.

**Service Area:** Essex County, Middlesex County, N. Suffolk County.

**Information and referral:** statewide

**Children issues:** DSS Custody, guardianship, school 766 special ed. Suspensions, expulsions and other school issues, abuse and neglect, CHINS, mental health, delinquency, SSI for disabled children, interagency disputes. Does not represent parties in private custody disputes.

#### DISABILITY LAW CENTER

Boston (617)723-8455(800) 872-9992

**TTY:** (617)227-9464

(800) 381-0577

Northampton: (413) 584-6337

(800) 222-5619

**TTY:** (413) 582-6919

**E-mail:** [mail@dlc-ma.org](mailto:mail@dlc-ma.org)

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

**Intake Hours:** Monday–Friday, 9 a.m.–5 p.m. Intake is by telephone through our Boston office.

**Service Area:** Statewide

**General information about services:** Information and referral, advice, short-term assistance, and legal

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representation for people with disabilities who have disability-related civil legal issues. Training and technical assistance to advocates and attorneys. All services are free. There are no income limits for services, but income may be a factor in case acceptance if capacity is limited.

### **Case-handling priorities:**

#### **Education:**

- Special education students who are out of school due to illegal action by the school district.
- Students with disabilities out of school due to the school's failure to provide reasonable accommodations or physical or program access.
- Students with disabilities who have been inappropriately placed in overly restrictive settings.
- Students who have been improperly excluded from school programs or activities because of their disabilities.
- Students who are deaf or hard of hearing who have been denied qualified interpreters or other means of effective communication in educational settings.
- Special education students who have been subject to the use of restraint, seclusion or other forms of abuse in school.
- Cases where the school district has failed to protect students with disabilities from bullying or abuse at school.
- Students with disabilities who are transitioning from early intervention services to special education who need assistance getting appropriate IEPs.
- Students with disabilities who are seeking appropriate transition services and/or have rejected their high school diploma.

### **MASSACHUSETTS ADVOCATES FOR CHILDREN**

25 Kingston Street, Floor 2, Boston, MA 02111  
(617) 357-8431, Ext 223 or 0

**Fax:** (617) 357-8438

<http://www.massadvocates.org>

**Service Area:** Statewide

**Information and case advocacy:** Special education, school suspension and expulsion, and other education matters. Our current priorities include children affected by trauma (including domestic violence) and children served by the Somerville public schools

## **CHILD SUPPORT/FAMILY LAW**

### **WOMEN'S BAR FOUNDATION**

Family Law Project for Battered Women  
18 Tremont Street, Suite 730, Boston, MA 02108  
(617) 589-9420

**Fax:** (617) 973-6663

<http://www.womensbar.org>

*Do not refer cases where there is a hearing scheduled in a month or less; or where there is a trial scheduled in four months or less.*

Pro bono referrals and/or limited advice and legal assistance for intakes who are victims of domestic violence. Services for victims up to 250% of the federal poverty guidelines who meet eligibility criteria.

**Service area:** Primary areas are Suffolk and Middlesex counties; secondary areas are Norfolk, Essex and Worcester Counties.

**Cases Handled:** Family Law matters, including restraining orders, divorce, custody/visitation, support, and modification.

**Intake Hours:** Mon., Wed., Fri. 9:30 am–5:30 pm.

*Please call to schedule an intake.*

### **CASA MYRNA VAZQUEZ, INC.**

*Legal Advocacy Program*

P.O. Box 180019, Boston, MA 02118

(617) 521-0146 (Intake and Legal Help Line)

<http://www.casamyrna.org>

**Domestic relations:** Representation of clients who have been victims of domestic violence in a wide range of family law matters including divorce, custody, visitation, child support, contempt and modifications. 209A cases (Greater Boston area District Courts and Probate & Family Courts)

**Legal Helpline:** Statewide. No income limits.

Telephone information and advice, pro se assistance and referrals on civil matters related to domestic violence.

Casa Myrna Vazquez, Inc. operates the statewide domestic violence hotline, SafeLink, accessible 24 hours a day at (877) 785-2020/TTY: (877) 521-2601. Access to translation service for more than 150 languages.

### **MASS. DEPT. OF REVENUE/CHILD SUPPORT ENFORCEMENT DIVISION**

(800) 332-2733

TDD: (800) 255-5587

Parent service representatives will assist any parent seeking child support with such services as locating absent parent, establishing paternity of child born out of wedlock, paternity blood testing, enforcing existing support orders. Custodial parent must live in MA with the child who is under 18 years old.

## CONSUMER/GOVERNMENT RESOURCES

### ATTORNEY GENERAL'S ELDER-HOTLINE

(888) AG-ELDER ((888) 243-5337)

Statewide, toll-free elder service providing consumer information and referrals to seniors about health insurance, Medicare, telemarketing fraud and home improvement scams.

### ATTORNEY GENERAL'S INSURANCE HOTLINE

(888) 830-6277

Answers questions about health, dental, disability, death, property, travel and credit insurance. Mails educational materials, provide referrals to government agencies. If a caller's insurance problem is appropriate for mediation by the AG's office, the hotline staff will send the caller a complaint form.

### ATTORNEY GENERAL'S WAGE HOTLINE

(617) 727-3465

Monday–Friday, 9 a.m.–5 p.m., Inspectors and Attorneys answering calls.

### BENTLEY CONSUMER ACTION LINE

(800) 273-9494

Out of state: (781) 891-2153

Monday–Friday, 10 a.m.–4 p.m. Intermittent hours during holiday breaks.

**Service Area:** Attleboro, Brockton, Bridgewater, East Bridgewater, Easton, Mansfield, Norton, Raynham, Taunton, West Bridgewater.

**Cases Handled:** The Bentley Consumer Action Line is one of a network of 20 local consumer programs throughout Massachusetts working in cooperation with the Attorney General's Office. Our goal is to assist clients in the resolution of their complaints in an informal way, thus avoiding the need for legal action. Through written correspondence and telephone calls, we hope to negotiate a settlement.

### CONSUMER CREDIT COUNSELING SERVICE

(800) 208-2227

Boston: (617) 426-6644

Springfield: (413) 788-6106

Worcester: (508) 795-1444

Free advice, referral, counseling on debt management (including landlord/tenant) where client pays bills on reduced payment through CCCS. Housing counseling on pre-purchase and mortgage default. Will assist even if court already involved.

**Fee Schedule:** \$25 initial fee C may be waived for hardship. Debt-management: \$35 initial fee. Sliding scale monthly fee based on debt load.

### CONSUMER PROTECTION DIVISION, OFFICE OF THE ATTORNEY GENERAL

(617) 727-8400

Takes complaints about consumer fraud.

### MASS EXECUTIVE OFFICE OF CONSUMER AFFAIRS & BUSINESS REGULATION

(617) 973-8787

(888) 283-3757

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

Protect Massachusetts consumer through education and ensuring fair and honest business practices among the companies and licensees within our regulatory jurisdiction. Provides information on Tenant/Landlord Rights and Responsibilities, Lemon Laws, Home Improvement Contractors, Shopping Rights, and Responsibilities, and the Do not call registry.

**Law-binding Arbitration:** Lemon Law Arbitration (free), Home Improvement Contractor Arbitration.

### SMALL CLAIMS ADVISORY SERVICE

(617) 497-5690 (main line)

<http://www.masmallclaims.org>

Gives information on small claims procedures.

**Greater Boston Legal Services Office: (617) 603-1519.** Ask the receptionist for "Small Claims."

**Chinatown Office: (617) 357-4499.** Helps Chinese-speaking clients in person.

By appointment only at the GBLS office (no walk-ins accepted). Will meet with clients face-to-face to assist with demand letters, small claims court forms, etc. For more information call our main line.

**New Office: El Concilio Hispano Office (Cambridge):** Helps Spanish-speaking clients in person. Schedule appointment via main line.

### STATE GOVERNMENT

Citizen Information Service

Office of the Secretary of State

(617) 727-7030

(800) 382-6090

Information on Consumer Affairs, Employment, Environment, Legislation, Taxes. How to Reach Elected Officials, Start a Small Business, Obtain a License.

### CRIMINAL

#### HARVARD DEFENDERS

Gannett House Harvard Law School, 1511 Mass. Ave. Cambridge, MA 02138

(617) 495-4413

**Service Area:** All Boston district courts, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Lynn,

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Malden, Newton, Quincy, Peabody, Somerville, Waltham, and Woburn.

**Cases Handled:** Students represent defendants at show cause hearings in Boston area district courts. **NO** minor traffic violations.

### **MASSACHUSETTS LAW REFORM INSTITUTE CORI PROJECT**

99 Chauncy Street 500, Boston, MA 02111-1722  
(617) 357-0700

Fax: (617) 357-0777

*Mass. Law Reform Institute CORI Project has adjusted the services they provide. MLRI will no longer provide telephone advice, but will now provide training, back-up and assistance on CORI issues. Clients should call the Legal Advocacy & Resource Center for legal advice on CORI related issues.*

**Service Area:** Statewide MLRI's Criminal Offender Record Information (CORI) Project was started in or about May 2002. Staffed by attorneys Francisca D. Fajana, Jenifer Bosco and Ernest Winsor, it has three functions:

- 1) Educate people about criminal records and their civil consequences, as reflected in the CORI laws and systems—they produce written materials and give trainings for both CORI subjects and for people in the helping professions who are trying to assist CORI subjects in getting jobs, housing, etc.;
- 2) Provide training, back-up and assistance on CORI issues, especially to (and as requested by) Legal Advocacy and Resource Center (LARC), Volunteer Lawyers Project (VLP) and Greater Boston Legal Services (GBLS); and
- 3) Seek to reform the CORI laws and practices by advocacy before executive branch agencies and the legislature and by litigation in the courts.

### **MASSACHUSETTS CORRECTIONAL LEGAL SERVICES, INC.**

8 Winter Street, 11th Floor, Boston, MA, 02108  
(617) 482-2773

(800) 882-1413 (Massachusetts only)

**Fax:** (617) 451-6383

*State prisoners in Massachusetts should use speed dial number: \*9004#*

<http://www.mcls.net>

**Service Area:** Statewide MCLS accepts collect calls from Massachusetts prisoners on Monday afternoons from 1 to 4 pm. County prisoners can call collect to (617) 482-4124; State prisoners can call (877) 249-1342.

MCLS was established in 1972 to provide legal services to people in Massachusetts prisons and jails. The office does not provide criminal defense services.

The office focuses on four issues: health and mental health care, guard-on-prisoner violence, physical conditions of confinement, and segregation and isolation. MCLS addresses these problems through administrative advocacy, legislative advocacy, and litigation. This organization provides advice, referrals and pro se materials on a host of matters outside of our focus areas.

### **DISABILITIES/MENTAL HEALTH/HEALTH**

#### **CENTER FOR PUBLIC REPRESENTATION**

**Newton Office:** (617) 965-0776

**Fax:** (617) 928-0971

<http://www.centerforpublicrep.org>

246 Walnut Street, Newton, MA 02160

**Northampton Office:** (413) 587-6265

**Fax:** (413) 586-5711

**TTY:** (413) 586-6024

22 Green Street, Northampton, MA 01060

Individual and Systemic advocacy in the following disability areas: inpatient and outpatient mental health and retardation services, conditions of confinement, discrimination, access to disability support services, civil commitment, nursing facilities, juvenile justice and children's mental health issues  
*Clients speak with an attorney who decides what services the Center is able to provide.*

#### **DEPARTMENT OF JUSTICE-ADA INFORMATION LINE**

(800) 514-0301

Offers technical assistance on the ADA standards for accessible design and other ADA provisions applying to businesses, non-profit service agencies, state and local government programs; also provides information on how to file ADA complaints.

#### **DISABILITY LAW CENTER**

**Boston:** (617) 723-8455

(800) 872-9992

**TTY:** (617) 227-9464

(800) 381-0577

**Northampton:** (413) 584-6337

(800) 222-5619

**TTY:** (413) 582-6919

**E-mail:** [mail@dlc-ma.org](mailto:mail@dlc-ma.org)

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

**Intake Hours:** Monday-Friday, 9 a.m.–5 p.m. Intake is by telephone through our Boston office

**Service Area:** Statewide

**General information about services:** Information and referral, advice, short-term assistance, and legal

representation for people with disabilities who have disability-related civil legal issues. Training and technical assistance to advocates and attorneys. All services are free. There are no income limits for services, but income may be a factor in case acceptance if capacity is limited.

**Case-handling priorities:**

**Abuse and Neglect:** Abuse and neglect of people with disabilities

**Education:** Cases involving special education students and students with disabilities.

**Housing:** Denials of admission to housing, rent subsidy (e.g. Section 8) terminations, denials of reasonable accommodations for reasons related to disability. Disability-related evictions, but only for callers who have been denied or are ineligible for representation by legal services.

**Employment:** Discrimination based on disability, either through termination or failure to hire. Denials of reasonable accommodations in the workplace

**Public Accommodations:** Denials of full and equal access to places of public accommodation. Failure to provide effective communication to people who are deaf.

**Community Services:** Denials of eligibility for services by the Department of Mental Health, the Department of Mental Retardation and the Statewide Head Injury Program. Short term assistance may be available to callers who get inadequate services from these agencies.

**Rights in Facilities** (facilities include any public or private residential setting, with 3 or more beds, that provides overnight care accompanied by treatment services): Abuse and neglect of individuals with disabilities in facilities. Incarcerated individuals who have been placed in segregation solely as a result of behaviors caused by mental illness. Rights concerning treatment, conditions, discharge planning, and voting.

**Health Care:** Individuals who have been denied prior approval for MassHealth coverage of medically necessary covered services. Advice about MassHealth deductibles.

**SSI and SSDI Benefits:** Technical assistance and training for attorneys, advocates and other providers about all aspects of the SSI and SSDI programs. Short-term assistance and advice in work-related overpayments for current recipients of SSI/SSDI or continuing MassHealth or Medicare. Representation in a limited number of work-related overpayments for deaf or blind individuals who were denied effective communication by SSA. Individuals with a Ticket to Work who are experiencing problems using their Ticket. Advice and information to beneficiaries about SSI/SSDI work incentives

**Special population priority:** Individuals with Traumatic Brain Injuries who have disability-related civil legal issues in any of the broad areas DLC covers.

**EXECUTIVE OFFICE OF ELDER AFFAIRS**

Serving Health Information Needs of Elders (SHINE Program)

(800) AGE-INFO (243-4636)

**TTY:** (800) 872-0166

<http://www.800ageinfo.com>

**Service Area:** Statewide

**Services Provided:** Free health insurance information, assistance and counseling to Medicare beneficiaries of all age. Help compare costs and benefits of various health plans, explain benefits of Medicare and additional insurance options, including Medigap, HMOs, MassHealth and prescription drug options, and assist with claims, billing, or denial of care issues.

**HEALTH CARE FOR ALL HELPLINE**

**Helpline:** (800) 272-4232

(617) 350-7279

**TDD:** (617) 350-0974

**Fax:** (617) 451-5838

<http://www.hcfama.org>

*NOTE: Helpline uses callback system; clients should expect call within 24-48 hours of leaving message. There is usually an advocate who can take "live" emergency calls.*

**Service Area:** Nationwide

**Services Provided:** Helpline Counselors that speak English, Spanish and Portuguese let callers know what their health insurance options in the state. They can also help the caller apply for free and low-cost health insurance over the phone in a quick conversation. Counselors can also make referrals to HCFA's in-house legal team when the caller needs help with a denial of care case or medical bills.

**HEALTH LAW ADVOCATES**

(617) 338-5241

<http://www.hla-inc.org>

**Service Area:** Statewide

**Income Eligibility:** primarily households under 300% of federal poverty level.

**Services Provided:** Affiliated with Health Care for All. Provides legal advice and representation to income-eligible people experiencing legal problems with physical and mental health care and/or health insurance. Issues handled include denials of payment for treatment or equipment by health insurers; problems accessing children's mental health services; COBRA issues; denials and terminations of health insurance coverage; billing problems with hospitals/medical providers. Also represent groups of

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consumers or communities (impact litigation) and provide education and outreach.

Do NOT handle medical malpractice or provide general health care program information (for general info, call Health Care for All's Helpline).

### **GBLS MEDICARE ADVOCACY PROJECT (MAP)**

located at GBLS  
(800) 323-3205

**Service Area:** Commonwealth of Massachusetts. No income guidelines. Caller must be Medicare eligible.

Assists elders and person with disabilities with Medicare and Medicare related matters. Provides advice, referral, brief service, and full representation as appropriate in cases described below.

#### **Cases handled:**

Wrongful denial of coverage of such services as physician's care, home health care, skilled nursing care, durable medical equipment, and more.

**Medicare Part A issues:** Hospitals, skilled nursing facilities, hospice care, home health care.

**Medicare Part B:** Physician services, durable medical equipment, ambulance services, oxygen therapy, etc.

**Part B enrollment problems:** Premium penalties & waiting periods

**Part C Medicare Advantage plans:** (HMO, Managed care): enrollment dates, eligibility issues

#### **Medicare Part D prescription drug issues:**

Enrollment, low-income subsidy formularies transitions from MassHealth to Medicare, (if caller will run out of medication within the week: EMERGENCY).

**Other:** Prescription Advantage issues.

### **MENTAL HEALTH LEGAL ADVISORS COMMITTEE**

399 Washington Street, 4th Floor Boston, MA 02108  
(617) 338-2345, Ext. 20  
(800) 342-9092

**Fax:** (617) 338-2347

<http://www.state.ma.us/mhlac>

**Intake hours:** Mon., Wed., and Fri., 8:30 a.m.–1 p.m. (Telephone only, no walk-ins). Callers leave a message and receive a call back. *No income guidelines. Civil matters only.*

**Cases Handled:** (generally advice in cases where other side is alleging mental illness or mental health issue; illness can be undiagnosed); primarily phone advice and referrals, direct representation on case-by-case basis)

**DMH Complaints:** legal rights information re: treatment at facilities

**Managed Care:** advise consumers on access to mental health services from private and public insurers; assist consumers with appeals to public and private insurers. Mental Health Parity.

**Family Law:** custody, visitation, guardianship, paternity

**Health: SSI/SSDI Consumer/Other:** credit issue & general housing advice Referrals to Clubhouse Family Legal Support Project.

**Guardianship:** general information

**Other areas:** Commitment, Special Education, Medication, Employment Law, Access to Medical Records, Legal rights information to mental health patients and their families.

### **STATEWIDE HEAD INJURY PROGRAM**

(617) 204-3852  
(800) 223-2559

<http://www.mass.gov/mrc/ship/>

**Eligibility Guidelines:** Massachusetts resident, documented, externally caused traumatic brain injury, related impairments resulting in cognitive, physical and/or behavioral, functioning, able to participate in community-based services.

**Services Available to Anyone:** Information and referral, social and recreational programs, general technical assistance and consultation by SHIP staff and clinical specialists, advocacy and guidance.

**Services Available to Eligible Applicants** (call SHIP to request application): service coordination, regional head injury centers, residential services, case management, 1:1 skills training and support, substance abuse services, respite, assistive technology.

## **DISCRIMINATION**

### **GAY & LESBIAN ADVOCATES & DEFENDERS (GLAD)**

30 Winter Street, Suite 800, Boston, MA 02108  
(617) 426-1350  
(800) 455-GLAD

<http://www.glad.org>

**Intake:** Mon.-Fri. 1:30–4:30 p.m., English or Spanish. Hotline provides legal information and civil and criminal referrals to private attorneys; client negotiates fee with attorney.

**Cases Handled:** Impact litigation on civil rights issues related to sexual orientation, HIV/AIDS, and gender identity and expression: family law, same-sex marriages and civil unions, employment discrimination, housing discrimination, HIV privacy, transgender, youth and schools.

**MASSACHUSETTS COMMISSION AGAINST DISCRIMINATION (MCAD)**

One Ashburton Place, Sixth Floor, Room 601  
 Boston, MA 02108.  
 (617) 994-6000  
<http://www.state.ma.us/mcad>  
 Investigates complaints of discrimination in Credit, Housing, Public Accommodation, Employment and Education. Complainant must file within 6 months of incident. Also protects people retaliated against for cooperating with MCAD.

**ELDER**

**ATTORNEY GENERAL’S ELDER-HOTLINE**

(888) AG-ELDER (243-5337)  
 Statewide, toll-free elder service providing consumer information and referrals to seniors about health insurance, Medicare, telemarketing fraud and home improvement scams.

**EXECUTIVE OFFICE OF ELDER AFFAIRS**

Elder Abuse Hotline: 800-922-2275  
 Nationwide 800-243-4636  
 Boston 617-727-7750  
 TTY: 800-872-0166  
<http://www.ma-elderaffairs.org>  
**Services provided:** Information on prescription drug assistance, care giving, community resources, local programs, homecare, housing/assisted living facilities, legal issues, etc. See also SHINE listing in Disability section.

**HOMEOWNER OPTIONS FOR MASSACHUSETTS ELDERS (H.O.M.E.)**

150 Grossman Drive Suite 401, Braintree, MA  
<http://www.home-ma.org>  
 (781)-848-5200  
 (800) 583-5337  
**Fax:** (781)-848-5222  
 Low and moderate income elder homeowners Service Area: Statewide. Cases Handled: H.O.M.E. provides comprehensive in-home counseling on financial and homeownership issues to enable successful aging in place. H.O.M.E.’s services include remainder of life planning, budgeting, income maximization, equity conservation, foreclosure prevention, consumer protection, and equity conversion and creative financial options specially crafted for seniors.  
 \*\*Please note that HOME does not have any attorneys, services are strictly financial and counseling related.

**MEDICARE ADVOCACY PROJECT (MAP)**

See listing in Disability section.

**ELDER ABUSE REPORTING**

**Elder Protective Services:** (800) 922-2275 (Serves all of Massachusetts)  
**ETHOS:** (617) 522-6700 Please ask for Elders at Risk (Serves all of Massachusetts)  
**Somerville/Cambridge Area Elder Services:** (617) 628-2601

**ENVIRONMENT**

**ALTERNATIVES FOR COMMUNITY & ENVIRONMENT (ACE)**

2181 Washington Street, Suite 301  
 Roxbury MA 02119  
<http://www.ace-ej.org>  
 (617) 442-3343  
**Fax:** (617) 442-2425  
**E-mail:** [info@ace-ej.org](mailto:info@ace-ej.org)  
**Service Area:** Statewide. Staff attorney focus within Boston area; pro bono panel (Massachusetts Environmental Justice Assistance Network) statewide.  
**Cases Handled:** *Representation and assistance to groups, including informal groups, not to an individual.*  
**Environmental/Environmental Justice:** Polluting businesses; proposals for development; unhealthy air or water; vacant lots; contaminated property; noxious odors; garbage dumping; rundown parks or no parks; noise; flooding; unsafe traffic; inadequate public services; other environmental or health problems  
 Through the **Massachusetts Environmental Justice Assistance Network**, ACE coordinates a network of over two hundred private attorneys and law firms, environmental engineers, and health and environmental professionals who offer free advice and representation to lower income community groups with environmental issues and problems. Staff counsel also provides assistance.

**HOUSING**

**CASA MYRNA VAZQUEZ, INC.**

P.O Box 180019, Boston, MA 02118  
 (800) 992-2600  
**SafeLink:** (877) 785-2020  
**TTY:** (877) 521-2601  
*Both lines are accessible 24 hours a day.*  
<http://www.casamyrna.org>  
 Provides a range of bi-lingual (English/Spanish) and culturally diverse resources to meet the needs of victims of domestic violence, including emergency shelter and transitional housing. Maintains “Mothers and Sons” residential program that serves battered women and their adolescent sons and other siblings.

## □ CHAPTER 20: RESOURCES

### **CAMBRIDGE ECONOMIC OPPORTUNITY COMMITTEE**

(617) 868-2900

**Service Area:** Cambridge residents only

**Cases Handled:** Representation of public housing tenants at informal conferences, private conferences and grievance panel hearings. Also will advocate for tenants at eviction court hearings. Will also give general landlord/tenant advice to tenants. Will help tenants fill out *pro se* pleadings.

### **COMMUNITY ACTION AGENCY OF SOMERVILLE**

66-70 Union Square, Somerville, MA 02143

(617) 623-7370

**Service Area:** Somerville only

**Cases Handled:** Helps tenants prepare eviction defenses and accompanies tenants to court.

### **HOMEOWNER OPTIONS FOR MASSACHUSETTS ELDERS (H.O.M.E)**

150 Grossman Drive Suite 401, Braintree, MA 02184

(781) 848-5200

(800) 583-5337

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

Low and moderate income elder homeowners.

**Service Area:** Statewide.

**Cases Handled:** H.O.M.E. provides comprehensive in-home counseling on financial and homeownership issues to enable successful aging in place. H.O.M.E.'s services include remainder of life planning, budgeting, income maximization, equity conservation, foreclosure prevention, consumer protection, and equity conversion and creative financial options specially crafted for seniors. *Please note that HOME does not have any attorneys, services are strictly financial and counseling related.*

### **LAWYERS CLEARINGHOUSE ON AFFORDABLE HOUSING AND HOMELESSNESS**

16 Beacon Street, Boston, MA 02108

(617) 723-0885

Fax (617) 778-1981

<http://www.lawyersclearinghouse.org>

**Service Area:** Statewide

**Cases Handled:** Provides pro bono services to individuals (limited to guests at Pine Street Inn, St. Francis House, and Shattuck Shelter) and nonprofit organizations. Nonprofit Incorporation Seminars. Areas of legal services for nonprofit organizations include incorporation, tax-exempt status, intellectual property, contract, real estate and any other transaction-related areas of law. While housing and homelessness continues to be a focus, nonprofits

promoting economic development in the community and all others are eligible for services.

### **MASSACHUSETTS DIVISION OF BANKS**

(800) 495-BANK (2265)

**Cases Handled:** Consumers who are struggling with mortgage payments and risk losing their homes. Complaints are handled on a case-by-case basis. In many instances, the Division of Banks has successfully negotiated a voluntary 60-day forbearance on the foreclosure action.

The Hotline operates Monday–Friday from 7:30 a.m. and 6 p.m.

### **MASS EXECUTIVE OFFICE OF CONSUMER AFFAIRS & BUSINESS REGULATION**

(617) 727-7780

<http://www.state.ma.us/consumer/>

Provides legal information and self-help material, including “Tenant’s Rights”, “Guide to Small Claims Court” and other *pro se*/self-help informational pamphlets, on consumer and landlord/tenant matters.

### **SOMERVILLE COMMUNITY CORPORATION**

(617) 776-5931

**Service Area:** Somerville only

**Cases Handled:** Will help with Housing Search. Also will do mediation of landlord/tenant disputes.

### **TENANT ADVOCACY PROJECT (TAP)**

Austin Hall 009, Harvard Law School

Cambridge, MA 02138

(617) 495-4394

Fax (617) 496-2294

**Intake Hours:** 9:30 am–1:30 pm, Mondays– Fridays.

The Tenant Advocacy Project (TAP) is a student practice organization at the Harvard Law School. TAP provides legal advice and representation for public housing tenants at hearings before local housing authorities

**Service Area:** Arlington, Belmont, Boston, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Melrose, Milton, Newton, Quincy, Revere, Roxbury, Somerville, South Boston, Stoneham, Waltham, Watertown, Winchester, Winthrop, Woburn.

**Cases Handled:** Public housing evictions, application denials, reasonable accommodation requests, transfer denials, subsidy terminations (for subsidies administered by housing authorities—not project-based subsidies.) TAP also provides telephone advice on general landlord-tenant problems to tenants in the greater Boston area who meet our income guidelines.

**Cases Not Handled:** HUD-Subsidized housing; project-based subsidies; Court cases.

**IMMIGRATION****AMERICAN IMMIGRATION LAWYERS' ASSOCIATION**

(800) 954-0254

<http://www.aialawyer.com>**Cases Handled:** Lawyer referral service for private immigration attorneys.**ASIAN AMERICAN CIVIC ASSOCIATION 200 Tremont Street, Boston, MA 02116**

(617) 426-9492

<http://aaca-boston.org>**Cases Handled:** No immigration attorney on staff. Will help with very basic immigration questions and forms. Provides counseling in the areas of initial entry into the U.S., change of status from immigrant or refugee to permanent resident and the application procedure for citizenship. The program also assists clients in petitioning to bring immediate family members into the United States.**CATHOLIC CHARITABLE BUREAU OF BOSTON**(617) 451-7979; ask for *Refugee and Immigration Services***Cases Handled:** Low-income referrals from within Greater Boston areas. Handle immigration applications; represents clients before the Citizenship and Immigration Services and the Immigration Court. Consult fee \$50.00**Other Services:** Walk-in Clinic: For consultation, simple form completion & asylum screening. No client representation. 1st and 3rd Wednesdays of each month, 4 p.m.–7 p.m.; No service on public holidays.**Fees:** Nominal Fee Schedule. Different nominal fee for Walk-in-Clinic**CENTRO PRESENTE**

54 Essex Street, Cambridge, MA 02139

(617) 497-9080

<http://www.cpresente.org>**Cases Handled:** Legal immigration services including: NACARA, TPS, family-based petitions, work permit renewals, fingerprints, photos, adjustment of status, citizenship applications. Provides; Spanish, English, and Citizenship classes. Will also refer clients to private attorneys.**"CLINIC" PROGRAM AT BOSTON COLLEGE**

885 Centre Street, Newton, MA 02159

(617) 552-0593

**Cases Handled:** Represents immigrants who are being held by Immigration ONLY.**COMMUNITY LEGAL SERVICES AND COUNSELING CENTER**

One West Street, Cambridge, MA 02139

(617) 661-1010

**Fax:** (617) 661-3289<http://www.clsacc.org>**Service Area:** Arlington, Belmont, Boston, Brookline, Cambridge, Chelsea, Everett, Medford, Somerville, Watertown**Cases Handled: Immigration:** Political asylum, U-Visas, immigration status for battered women where one spouse has legal status, special immigrant juvenile cases.**GREATER BOSTON LEGAL SERVICES IMMIGRATION UNIT:**

197 Friend Street, Boston, MA 02114

(617) 371-1234

(800) 323-3205

**TTY:** (617) 371-1228<http://www.gbls.org>**Fax:** (617) 371-1222**Service Area:** Boston, Braintree, Brookline, Canton, Chelsea, Cohasset, Everett, Hingham, Holbrook, Hull, Malden, Medford, Melrose, Milton, Newton, Norwell, Quincy, Randolph, Revere, Scituate, Stoneham, Wakefield, Waltham, Watertown, Weymouth, Winthrop, Wollaston.**Cases Handled:** Will handle political asylum cases, cases involving battered women, unaccompanied minors, and language access issues. When Walk-in Intake is open, Telephone Intake messages can be left requesting call backs at 617-603-1637 and calls will be returned as time permits are not checked. Phone messages and calls are not returned when walk-in intake is closed.**INTERNATIONAL INSTITUTE OF BOSTON (IIB)**

One Milk Street, Boston, MA 02109

(617) 695-9990

<http://www.iiboston.org>**Cases Handled:** IIB provides consultations and assistance for immigration and naturalization matters, except for employment-sponsored immigration. IIB provides full legal representation in complicated immigration matters and referral in cases that cannot be accepted. IIB provides screening, representation and referral for asylum seekers. Case acceptance is based upon attorney availability. Consult fee: \$35; Form Assistance Fees: vary based on type of application. *The Immigration Clinic operates on an appointment-only basis.***IRISH IMMIGRATION CENTER**

59 Temple Place, Suite 510, Boston, MA 02111

(617) 542-7654

## □ CHAPTER 20: RESOURCES

**Cases Handled:** Provides legal advice, information, advocacy, referrals and support for immigrants of all nationalities on issues relating to immigration, employment, citizenship, housing and social services.

### **NATIONAL LAWYERS GUILD**

14 Beacon Street, Suite 407, Boston, MA 02108  
(617) 227-7008

**E-mail:** [nlgmass@jgc.org](mailto:nlgmass@jgc.org)  
<http://www.nlgmass.org>

**Intake:** Mon–Fri., 9 a.m.–4 p.m. or leave message.  
Phone and E-mail only

**Service Area:** Massachusetts

**Cases Handled:** Geared to low and moderate income clients. Attorneys cover most areas of law including immigration.

**NLG Reduced Fee Panel Guidelines:** There are no income requirements for reduced rates. Callers must discuss rate options directly with attorneys. A half hour phone consultation with an NLG attorney is \$15 for all callers. No Pro Bono Services rendered.

### **PAIR PROJECT**

14 Beacon Street, #840A, Boston, MA 02108  
(617) 742-9296 (ask for Detention Project)

<http://www.pairproject.org>

**Cases Handled:** Provides legal services to secure the safety and freedom of asylumseekers and to promoting the rights of immigration detainees. This is accomplished through the Pro Bono Asylum Program and the Detention Center Program. Offers free attorneys for asylum cases, Know Your Rights Presentation to detainees held in Immigration detention centers, and referrals for low fee immigration attorneys who handle specific kinds of immigration matters

## **SEXUAL ASSAULT**

### **VICTIM RIGHTS LAW CENTER**

(617) 399-6720

**Services:** The Victim Rights Law Center (VRLC) assists non-intimate partner sexual assault victims from the state of Massachusetts by providing free civil legal assistance related to the assault in the areas of safety, privacy, immigration, employment, education, housing and financial compensation.

**Eligibility:** Low-income survivors of sexual assault (all genders) from Massachusetts.

**Intake:** Call the VRLC and ask for the Intake Coordinator. If you leave a message, please indicate whether it is safe to leave a message in return.

## **SOCIAL SERVICES**

### **MASSACHUSETTS ALLIANCE OF PORTUGUESE SPEAKERS**

1046 Cambridge Street, Cambridge, MA 02139  
(617) 864-7600

Fax: (617) 864-7621

92 Union Square, Somerville, MA 02143

By appointment only, please call the Cambridge office

569 Cambridge Street, Allston, MA 02134

(617) 787-0557

(800) 232-7725

Fax: (617) 779-9586

One Stoughton Street, Dorchester, MA 02125

(617) 825-5897

Fax: (617) 825-4167

11 Mill Street, Lowell, MA 01852

(978) 970-1250

Fax: (978) 970-0843

129 Concord Street, Suite 23, Framingham, MA 01702  
(508) 259-9889

Fax: (508) 872-2652

<http://www.maps-inc.org/eservices.htm>

**Service Area:** State wide

**Social Services:** Offers several programs designed to help community members adjust to American life, manage daily life issues and remain safe from harm. *Immigrant Social Services Program*; helps individuals in many areas from job and housing searches to links with government entitlement programs. *Intensive Adolescent and Family-Based Services*; provides stabilization and support services for abused and neglected children and their families. *Citizenship Assistance*; provides citizenship classes, naturalization support and other immigration-related assistance. *Domestic Violence Prevention*; provides advocacy, information, referrals, case management and counseling for Portuguese-speaking women. *Batter Intervention*; provides counseling for perpetrators of domestic violence. *Elder Services*; provides nutritious lunches, social and educational activities, senior drop-in center in Cambridge. *Educational Programs*; ESOL, Citizenship and Portuguese classes.

**Health Services:** *Education/Prevention Services*: Youth programs; includes Youth Development, Substance Abuse Prevention, HIV Peer Leadership and Violence Prevention for Portuguese-speaking adolescents. *HIV/AIDS Outreach and Education*; geared toward high-risk members of Portuguese speaking communities. The *Healthy Mind/Healthy Body Program*, including outreach, education, exercise and nutrition activities, screenings, health monitoring and referrals to prevent/manage chronic diseases and cancer.

*Care and Treatment Services: Case Management*; for clients living with HIV/AIDS. *Driver Alcohol Education, HIV Counseling & Testing.*

**Other Services:** Full Portuguese/English and English/Portuguese translation services, Notary Public Services at its office located at 1046 Cambridge Street, Advocacy, leadership and community development services to Portuguese-speaking residents of eastern Massachusetts, Capacity building to other service providers.

Framingham Health Outreach Office

Phone: (508) 259-9889

## TAXES

### BENTLEY LOW INCOME TAXPAYER CLINIC

(781) 891-2083

<http://www.bentley.edu/service-learning/blitc/index.cfm>

The BLITC provides free tax assistance to low income taxpayers, who have a controversy or potential controversy with the IRS. It is staffed by the BLITC Management Team which consists of a Program Director and two experienced tax Professors. Bentley Graduate Students provide services to our clients under the supervision of the two Professors

**Service Area:** Greater Boston and surrounding areas.

**Cases Handled:** Provides services for ESL and low income tax payers with controversies or potential controversies. Offers free tax counseling, representation before the IRS and referrals and translation services where needed. Client's annual household income must not exceed \$23,925. Each additional household member increases that limit by \$8,150.

### GBLS INCOME TAX CLINIC PROJECT

197 Friend Street, Boston, MA 02114

<http://www.gbls.org>

(617) 371-1234

(800) 323-3205

**TTY:** (617) 371-1228

**Fax:** (617) 371-1222

**Service Area:** See Greater Boston Legal Service  
The GBLS ITC project provides free tax assistance and representation to low income taxpayers who are immigrant workers or have limited English proficiency.

## C. Bar Association and Law Library Programs

### MASSACHUSETTS BAR ASSOCIATION

Dial-A Lawyer: (617) 338-0610

Held on the First Wed. of each month from 5:30 p.m.–7:30 p.m. Lawyers take phone calls first Wednesday.

evening of each month at no charge. Provide brief legal advice and answers basic legal questions.

### MIDDLESEX COUNTY BAR ASSOCIATION FREE LEGAL CLINIC

40 Thorndike Street, 4th Floor, Courthouse,  
Cambridge, MA 02141  
(617) 494-4150

**Service Area:** Middlesex county residents only.

**Income Guidelines:** Individual: \$10,000 or less. Add \$2,500 for each family member.

Call for appointment to free legal clinic on Wednesdays from 5 to 7 pm. Volunteer lawyers give one free half hour consultation consisting of general info. And self-help advice and referrals to private lawyers on any kind of case. Will NOT fill out forms.

### NORFOLK COUNTY BAR ASSOCIATION FREE LEGAL CLINIC

(617) 471-9693

A panel of attorneys experienced in all areas of the law will provide one on one consultations to discuss legal questions. No appointment necessary - Walk-in Clinic. The Walk-in Clinics rotate between the Stoughton, Quincy, and Wrentham district courts. For further information on when Clinics are being held please call

### TRIAL COURT LAW LIBRARIES

Commonwealth of Massachusetts, Trial Court Law Libraries, Administrative Office of the Trial Court, 2 Center Plaza, 9th Floor, Boston, MA 02108

(617) 878-0338

**Fax:** (617) 723-8821

(800) 445-8989

<http://www.lawlib.state.ma.us>

**Hours of Operation:** 8:30 a.m.–4:30 p.m.

The Trial Court Law Libraries are a system of 17 law libraries located across Massachusetts. Just like public libraries, everyone can use the libraries and their services. Librarians will answer legal inquiries by phone, in person or via e-mail. Hours are 8:30 a.m.–4:30 p.m., Mon.–Fri. The Lawrence Law Library is open evenings (Mon.–Thurs.) and Saturdays. For locations, call the 800# or go to the web site

## D. Lawyer Referral Services

*The lawyer referral services listed here refer callers to lawyers for all types of cases, including contingency cases.*

Most LRS attorneys charge an initial hourly fee from \$30 to \$75. Lawyers will then negotiate fees with clients who retain them after the consultation. Some LRS lawyers will charge lower fees to clients who

## □ CHAPTER 20: RESOURCES

meet the bar association's financial guidelines listed below.

### **BOSTON BAR ASSOCIATION LAWYER REFERRAL SERVICE**

16 Beacon Street, Boston, MA 02108 (No walk-ins)  
(617) 742-0625  
(800) 552-7046 (EASTERN Mass. Only)

**E-mail:** [LRS@bostonbar.org](mailto:LRS@bostonbar.org)  
<http://www.BostonBar.org/LRS>  
8:30 am to 5:30 pm.

*Intake in English and Spanish.*

**Service Area:** Massachusetts; many attorneys willing to travel to client; many attorneys willing to meet with client at the Boston Bar Association, conveniently located near the Park street, Downtown Crossing, and Government Center T stops, across the street from the state house.

**Subject Areas:** Attorneys in all areas of the law, including over 250 sub-categories.

**Consultations:** Free call with trained intake staff provide callers with a referral to the right lawyer depending on the facts of the case. Participating attorneys charge only \$25 or less for the first initial half-hour consultation.

**Reduced Fee Panel Guidelines:** Some attorneys take reduced fee cases. Reduced Fee Referrals are limited to clients who document (A) annual gross household income *over the past 12 months* that does not exceed \$20,420 (an additional \$6960 is allowed for each dependent); (B) household cash assets that do not exceed \$2,042 or 10% of gross annual household income, whichever is greater; **and** (C) total real estate

holdings that are limited to one owner-occupied dwelling.

### **MASS. BAR ASSOCIATION LAWYER REFERRAL PANEL**

20 West Street, Boston, MA 02111  
(617) 654-0400  
(866) MASS-LRS (627-7577) for in-state calls  
<http://www.masslawhelp.com>

**MBA Reduced Fee Panel:** Callers must be income eligible. Based on gross household income.

### **NATIONAL LAWYERS GUILD**

14 Beacon Street, Suite 407, Boston, MA 02108  
<http://www.nlgmass.org>  
(617) 227-7008

**E-mail:** [nlgmass@igc.org](mailto:nlgmass@igc.org)

*Intake Mon.–Fri., 9 a.m.–4 p.m. or leave message.  
Phone and E-mail only—no walk-in service.*

**Service Area:** Massachusetts

Spanish speaking staff, and attorneys are available who speak Spanish and other languages. Geared to low and moderate income clients. Attorneys cover most areas of law including criminal, civil rights, disability, domestic, and employment.

**NLG Reduced Fee Panel Guidelines:** There are no income requirements for reduced rates. Callers must discuss rate options directly with attorneys. A half hour phone consultation with an NLG attorney is \$15 for all callers. No Pro Bono Services rendered.

## Part 3—PROBATE AND FAMILY COURTS

### **Barnstable County Probate and Family Court**

Main Street, P.O. Box 346  
Barnstable, MA 02630  
(508) 375-6722

### **Berkshire County Probate and Family Court**

44 Bank Row  
Pittsfield, MA 01201  
(413) 442-6941

### **Bristol County Probate and Family Court**

21  
Father DeValles Boulevard, Fall River, MA 02723  
(508) 672-4669  
505 Pleasant St., New Bedford, MA 02740  
(508) 999-5249  
289 Rock Street, Fall River, MA 02723  
(508) 672-1751

### **Dukes County Probate and Family Court**

P.O. Box 237  
81 Main Street  
Edgartown, MA 02539  
(508) 627-4703

### **Essex County Probate and Family Court**

36 Federal Street  
Salem, MA 01970  
(978) 745-0350  
2 Appleton Street  
Lawrence, MA 01840  
(978) 686-9692

### **Franklin County Probate and Family Court**

425 Main St.  
P.O. Box 590  
Greenfield, MA 01302  
(413) 774-7011

### **Hampden County Probate and Family Court**

**Department**  
50 State Street  
Springfield, MA 01102-0559  
(413) 748-6058

### **Hampshire County Probate and Family Court**

33 King Street, Suite 3  
Northampton, MA 01060  
(413) 586-8500

### **Middlesex County Probate and Family Court Department**

208 Cambridge Street, P.O. Box 410480  
East Cambridge, MA 02141-0006  
(617) 768-5800  
305 Walden Street  
Concord, MA 01742  
(978) 369-0500  
Williams Street  
Marlborough, MA 01752  
(617) 768-5800  
Gorham Street  
Lowell, MA 01852  
(617) 768-5800

### **Nantucket County Probate and Family Court Department**

16 Broad Street, P.O. Box 1116  
Nantucket, MA 02554  
(508) 228-2669

### **Norfolk County Probate and Family Court**

35 Shawmut Road  
Canton, MA 02021  
(781) 830-1200

### **Plymouth County Probate and Family Court**

52 Obery Street, Plymouth, MA 02360  
(508) 747-8400  
72 Belmont St.  
Brockton, MA 02401  
(508) 897-5400

### **Suffolk County Probate and Family Court**

P.O. Box 9667  
24 New Chardon Street, 3rd Floor  
Boston, MA 02114  
(617) 788-8300

### **Worcester County Probate and Family Court**

225 Main Street  
Worcester, MA 01608  
(508) 831-2000

## Part 4—DISTRICT ATTORNEY'S VICTIM WITNESS ASSISTANCE PROGRAMS

### Barnstable, Dukes, and Nantucket Counties

#### Cape and Islands Victim Witness Assistance Program

1st District Courthouse. Barnstable, MA 02630  
Business: (508) 362-8103  
Fax: (508) 362-1443  
Website: <http://www.state.ma.us/da/cape>

#### Cape and Islands Domestic Violence Unit

Business: (508) 362-8118 extension 18

### Barnstable County

#### Berkshire County Victim Witness Assistance Program

7 North Street. P.O. Box 1969, Pittsfield, MA 01201  
Business: (413) 443-5951  
Fax: (413) 449-6349

#### Domestic Violence Unit

Business: (413) 443-5951

#### Sexual Assault Unit

Business: (413) 443-5951

### Bristol County

#### Bristol County Victim Witness Assistance Program

888 Purchase Street. P.O. Box 973, New Bedford, MA 02741  
Business: (508) 997-0711  
Fax: (508) 997-0396  
Website: <http://www.bristolma.com/DA/Home.htm>

#### Domestic Violence Unit

Business: (508) 997-0711

#### Sexual Assault Unit

Business: (508) 997-0711

### Essex County

#### Essex County Victim Witness Assistance Program

10 Federal St. Salem MA, 01970  
Business: (978) 745-6610  
Fax: (978) 744-2161  
Website: <http://www.state.ma.us/da/essex>

#### Lawrence Domestic Violence Unit

Business: (978) 688-1147  
Fax: (978) 794-9127

#### Lynn Domestic Violence Unit

Business: (781) 599-2310  
Fax: (781) 599-2310

#### Sexual Assault Unit

Business: (978) 745-6610

### Hampden County

#### Hampden County Victims Witness Assistance Programs

50 State Street. Springfield, MA 01103  
Business: (413) 747-1000  
Fax: (413) 747-5628

#### Domestic Violence Prosecution and Intervention Unit

Business: (413) 747-1043  
Fax: (413) 747-5628

#### Sexual Assault Unit

Business: (413) 747-1043  
Fax: (413) 747-5628

### Middlesex County

#### Middlesex County Victim Witness Service Bureau

40 Thorndike Street. Cambridge, MA 02141  
Business: (617) 679-6500  
Fax: (617) 225-0871  
Website: <http://www.middlesexda.com/>

#### Domestic Violence Unit

Business: (617) 679-6500  
Fax: (617) 225-0871

#### Sexual Assault Unit

Business: (617) 679-6500  
Fax: (617) 225-0871

### Norfolk County

#### Norfolk County Victim Witness Assistance Program

45 Shawmut Road. Canton, MA 02021  
Business: (781) 830-4800 extension 232  
Fax: (781) 830-4801  
Website: <http://www.mass.gov/da/norfolk/index.html>

**Sexual Assault Unit**

Business: (781) 326-1111

Fax: (781) 251-0835

**Northwestern District Franklin and Hampshire Counties****Northwestern District Victim Witness Assistance Program**

1 Gleason Plaza, Northampton, MA 01060

Business: (413) 586-5780

TDD: (413) 586-9382

Fax: (413) 584-3635

**Domestic Violence Unit**

Business: (413) 586-5780

**Sexual Assault Unit**

Business: (413) 586-5780

**Plymouth County****Plymouth County Victim Witness Program**

32 Belmont Street, P.O. Box, 1665

Brockton, MA 02301

Business: (508) 584-8120

Fax: (508) 586-3578

Hotline: (508) 583-3306

Website: <http://www.state.ma.us/da/plymouth>**Suffolk County****Suffolk County Victim Witness Assistance Program**

Business: (617) 727-2200 extension 2856

Website: <http://www.mass.gov/da/suffolk/>**Domestic Violence Unit**

Business: (617) 619-4260

**Sexual Assault Unit**

Business: (617) 619-4350

**Worcester County****Worcester County Victim Witness Assistance Program**

225 Main Street, Worcester, MA 01608

Business: (508) 755-8601

Fax: (508) 831-9899

Website: <http://www.worcesterda.com>**Domestic Violence Unit:**

Business: (508) 755-8601

**Sexual Assault Unit:**

Business: (508) 755-8601

## PART 5—DEPARTMENT OF SOCIAL SERVICES DOMESTIC VIOLENCE UNITS

### **Massachusetts Department of Social Services**

Harry Spence, Commissioner  
24 Farnsworth Street  
Boston, MA 02210  
(617) 748-2000 operator  
(617) 748-2400 auto attendant  
Fax: (617) 261-7435

### **DSS Regional Office—Greater Boston**

Esquire Building  
50b Park Street  
Dorchester, MA 02122  
(617) 822-4840  
Fax: (617) 882-4849  
Domestic Violence Unit: (617) 748-2335

### **DSS Regional Office—Metro**

30 Mystic Street  
Arlington, MA 02474  
(781) 641-8200  
Fax: (781) 648-6909  
Domestic Violence Unit: (781) 641-8229

### **DSS Regional Office—Northeast**

Everett Mills  
15 Union Street, 2nd Floor

Lawrence, MA 01840  
Phone (978) 557-2700  
Fax: (978) 557-9231  
Domestic Violence Unit: (978) 557-2709

### **DSS Regional Office—Southeast**

141 Main Street  
Brockton, MA 02401  
Phone (508) 894-3700  
Fax: (508) 559-7878  
Domestic Violence Unit: (617) 748-2335

### **DSS Regional Office—Central**

25 Winthrop Street  
Suite 300  
Worcester, MA 01604  
Phone (508) 929-2130  
Fax: (508) 754-0420  
Domestic Violence Unit: (508) 929-2149

### **DSS Regional Office—Western**

1537 Main Street, 2nd Floor  
Springfield, MA 01103  
Phone (413) 452-3350  
Fax: (413) 781-4482  
Domestic Violence Unit: (413) 452-3432

## PART 6—SUPERVISED VISITATION CENTERS

There are many supervised visitation centers in Massachusetts. A current list can be found on the website [masslegalhelp.org](http://masslegalhelp.org). The list is in the Domestic Violence section and is listed under the heading “Supervised Visitation Centers”. The website also provides links to the flyers of each programs listed below. The flyers contain information regarding eligibility, cost, and specific services. There are more supervised visitation centers in Massachusetts that are members of the Supervised Visitation Network. They can be found on the website <http://www.svnetwork.net>.

### **Brockton Family and Community Resources Visitation Program**

18 Newton St., Brockton, MA 02301  
(508) 583-2045 ext. 103  
Contact: Tammy Mello  
E-mail: [tammy-mello@bfcrc.org](mailto:tammy-mello@bfcrc.org)

### **Elizabeth Freeman Center Supervised Visitation**

43 Francis Ave., Pittsfield, MA 02021  
(413) 499-2425  
Contact: Christine Toniatti

### **Meeting Place: Supervised Child Access Service**

61 Medford Street, Somerville, MA 02143  
(617) 629-3919  
TTY: (617) 625-6546  
Contact: Cheryl Sartori  
<http://www.gcinc.org>

### **The Children’s Visitation Program**

329 Conway St.  
Second Floor, Suite #1  
Greenfield, MA 01301  
(413) 773-0970  
Contact: Cynthia Johnson

### **Supervised Visitation and Parent Support Program**

175 Cabot Street Suite B20  
Lowell, MA 01854  
(978) 513-2362  
Contact: Elaine Gaffny  
E-mail: [egaffny@mspcc.org](mailto:egaffny@mspcc.org)

### **New Hope Family Visitation Center**

50 Franklin Street, Worcester, MA 01608  
(508) 752-8709  
Contact: M.J. Leadenham

### **Safe Child Visitation Center**

1402 Pleasant Street, Fall River, MA 02723  
(508) 679-0962 Ext. 240  
Contact: Kerri Rutkowski

### **Supervised Visitation Program, Woburn Council of Social Concern**

2 Merrimac Street, Woburn, MA 01801  
(781) 935-6495, ext 218  
Contact: Beverly Prifti  
<http://www.socialconcern.org>

### **YWCA Visitation Centers, Hampden and Hampshire Counties**

One Clough St., Springfield, MA 01118  
<http://www.ywworks.org>

#### *Hampden County Site*

(413) 732-3121 Ext 108  
Contact: Brenda Douglas  
[bdouglas@ywworks.org](mailto:bdouglas@ywworks.org)

#### *Hampshire County Site*

(413) 732-3121, Ext. 105  
Contact: Christopher Newman  
[cnewman@ywworks.org](mailto:cnewman@ywworks.org)

### **Alternative House Children’s Visitation Center, Middlesex and Essex Counties**

P.O. Box 2100, Lowell, MA 01851  
(978) 937-5777  
Contact: Wendy Russo

## PART 7—LICENSED ADOPTION AGENCIES IN MASSACHUSETTS

This list of Adoption Agencies is provided by the Adoption Community of New England, Inc. A current list and additional information can be found on their website, which is <http://www.adoptioncommunityofne.org>.

### *Key to Agency Programs and Status*

- a** - international; agency's own resources
- b** - international; work with sources in other states
- c** - U.S. infants; agency's own resources
- d** - U.S. infants; work with sources in other states
- e** - U.S. infants; parent identified placements
- f** - U.S. special needs
- g** - long-term foster placements
- h** - resources for singles
- i** - resources for gay and lesbian couples
- k** - provisional license
- m** - MAPP training
- n** - other languages available
- p** - post-adoption services
- []** - agency did not respond to survey

### **Licensed Public Adoption Agency**

**Department of Social Services, Commonwealth of Massachusetts**

[f, i, m] (No Fee Charged)

When using DSS, residents of Massachusetts MUST apply to the Adoption Unit in their geographical area. Contact one of the numbers listed below for information about the Adoption Unit closest to you.

The majority of children available through DSS are white school-age through teenage, school-age sibling groups, minority race children, or those with physical, mental or emotional challenges. The majority of DSS children are placed as "Legal Risk Adoptions."

#### **Boston Unit**

Esquire Building  
50b Park Street  
Dorchester, MA 02122  
(617) 822-4840

#### **Metro Unit**

30 Mystic Street  
Arlington, MA 02174  
(781) 641-8200

#### **Northeast Unit**

Everett Mills  
15 Union Street, 2nd Floor  
Lawrence, MA 01840  
(978) 557-2700

#### **Southeast Unit**

141 Main Street  
Brockton, MA 02301  
(508) 894-3830

#### **Central Unit**

340 Main Street, Suite 720  
Worcester, MA 01608  
(508) 929-2130

#### **West Unit**

1537 Main Street, Second Floor  
Springfield, MA 01103  
(413) 452-3350

Includes harder-to-place children who are older, part of a sibling group, or may have other special needs.

### **Special Needs Referral Service**

#### **Massachusetts Adoption Resource Exchange (MARE)**

45 Franklin Street, 5th Floor  
Boston, MA 02110-1301  
(617) 542-3678  
(800) 882-1176  
TTY: (617) 542-7772

## Licensed Private Adoption Agencies

### **Acton**

#### **Bright Futures Adoption Center**

5 Broadview Street  
Acton, MA 01720  
(978) 263-5400  
[c,d,e,f,h,i,p]

### **Belmont**

#### **LDS Family Services MA Agency, Inc.**

385 Concord Avenue, Suite 100  
Belmont, MA 02478  
(800) 735-0149  
[ ]

### **Boston**

#### **Act of Love Adoptions/MSPCC**

99 Summer Street, 6th Floor  
Boston, MA 02110  
(800) 277-5387  
[c,d,e,f,g,i]

#### **Boston Adoption Bureau**

14 Beacon Street #616  
Boston, MA 02108  
(617) 227-1336  
[c,d,e,h,i,p]

#### **Children's International Choice**

P.O. Box 1334  
Boston, MA 02117  
(888) 707-2637  
[a,b,g,h,i,n,p]

#### **Children's Services of Roxbury**

520 Dudley Street  
Roxbury, MA 02119  
(617) 445-6655  
[f,h,i,m,p]

#### **Communities for People**

418 Commonwealth Avenue  
Boston, MA 02215-2801  
(617) 572-3678  
[f,g,k,m,p]

#### **DARE Family Services, Inc.**

504 Dudley Street  
Roxbury, MA 02119  
(617) 427-6500  
[f,g,h,i,m]

#### **MAPS International**

400 Commonwealth Avenue

Boston, MA 02215  
(617) 267-2222  
[a,b,c,d,e,f,h,p]

#### **The Home for Little Wanderers**

271 Huntington Avenue  
Boston, MA 02115  
(617) 267-3700  
[b,c,d,e,f,h,i,m,n,p]

### **Brookline**

#### **Adoption Resource Center/Children's Legal Services**

4 Cypress Street  
Brookline, MA 02445  
(617) 264-7333  
[b,d,e,h,i,k,p]

#### **China Adoption with Love, Inc.**

251 Harvard Street, #17-19  
Brookline, MA 02446  
(800) 888-9812  
[a,h,n,p]

#### **AAA Full Circle Adoptions**

496 Harvard Street  
Brookline, MA 02446  
(800) 452-3678  
[b,c,d,e,f,h,i,p]

### **Cambridge**

#### **Adoption Resource Associates**

262 Upland Road  
Cambridge, MA 02140  
(617) 492-8888  
[b,d,e,f,h,i,n,p]

#### **Cambridge Family and Children's Service**

60 Gore Street  
Cambridge, MA 02141  
(617) 876-4210  
[f,h,i,m,n]

### **Danvers**

#### **DARE Family Services, Inc.**

2 Electronics Avenue, Suite 28  
Danvers, MA 01923  
(978) 750-0751  
[f]

### **Duxbury**

#### **Love the Children of Massachusetts**

2 Perry Drive  
Duxbury, MA 02332  
(781) 934-0063  
[a,p]

□ CHAPTER 20: RESOURCES

**Fall River**

**Adoption by Choice**

1600 Bay Street  
P.O. Box M, South Station  
Fall River, MA 02724  
(508) 674-4681  
[b,c,d,e,f,h,m]

**Framingham**

**Adoption Choices**

475 Franklin Street, Suite 101  
Framingham, MA 01702  
(800) 872-5232  
[b,c,d,e,h,i,n,p]

**Hyde Park**

**The Way to Be Home, Inc.**

958 River Street  
Hyde Park, MA 02136  
(617) 361-6626  
[a,k,n,p]

**Leominster**

**Catholic Charities—Diocese of Worcester**

196 Mechanic Street  
Leominster, MA 01453  
(978) 840-0696  
[b,c,d,f,h,m,n,p]

**Lowell**

**Florence Crittenton League**

119 Hall Street  
Lowell, MA 01854-3612  
(978) 452-9671  
[a,b,c,d,e,h,i,p]

**Marblehead**

**American-International Children's Alliance, Inc.**

P.O. Box 858  
Marblehead, MA 01945  
(781) 631-7900  
[a,b,h,i,n,p]

**Marion**

**Southeastern Adoption Services—SEAS**

P.O. Box 356  
Marion, MA 02738  
(508) 758-4801  
[b,d,e,h,i,p]

**New Bedford**

**Child and Family Services, Inc.—Adoption Program**

800 Purchase Street, 4th Floor  
New Bedford, MA 02740

(508) 990-0894  
[b,c,d,e,f,h,i,m,p]

**Newton**

**Adoptions With Love, Inc.**

188 Needham Street, Suite 250  
Newton Upper Falls, MA 02464-1501  
(800) 722-7731  
[c,d,p]

**North Andover**

**Bethany Christian Services**

820 Turnpike Street, Suite 101  
North Andover, MA 01845  
(978) 794-9800  
[a,b,c,d,e,f,h]

**Northhampton**

**AAA Full Circle Adoptions**

39 Main Street  
Northampton, MA 01060  
(413) 587-0007  
[b,c,d,e,f,h,i,p]

**Berkshire Children and Families**

8 Trumbull Road  
Northampton, MA 01060  
(413) 584-5690  
[b,c,d,e,f,h,i,m,p]

**Norwood**

**A Red Thread Adoption Services, Inc.**

681 Washington Street, Suite 12  
Norwood, MA 02062  
(781) 762-2428  
[b,d,e,h,i,p]

**Plymouth**

**The Children's International Adoption Project, Inc.**

15 Standish Avenue  
Plymouth, MA 02360  
(508) 747-3331  
[b,d,e,h,i,p]

**Rehoboth**

**Adoption Options at Jewish Family Service**

366 Winthrop Street  
Rehoboth, MA 02769  
(800) 337-6513  
[b,c,e,h,i,k,p]

**Salem**

**Adoption and Aid International**

2 East India Square, Suite 200  
Salem, MA 01970

(978) 741-7878  
[b,d,e,f,h,p]

**South Dennis**

**Good Hope Adoption Services**  
708 Route 134  
South Dennis, MA 02660  
(508) 385-7815  
[a,b,h,i,k]

**Springfield**

**AdoptionLink**  
15 Lenox Street  
Springfield, MA 01108  
(888) 639-3659  
[b,c,d,e,h,i,p]

**Downey Side, Inc.**

999 Liberty Street  
Springfield, MA 01104  
(413) 781-2123  
[f,h,i]

**Stoughton**

**Happy Children Adoption Services, Inc.**  
31 Jones Terrace, Suite 21  
Stoughton, MA 02072  
(781) 341-9872  
[a,b,h,i,k,n,p]

**Taunton**

**Community Care Services, Inc.**  
70 Main Street  
Taunton, MA 02780  
(508) 821-7774  
[b,d,f,g,h,i,k,m,p]

**Tewksbury**

**United Homes for Children**  
1147 Main Street #209/210  
Tewksbury, MA 01876  
(978) 640-0089  
[c,e,f,g,h,m,n]

**Waltham**

**Adoption Resources**  
1430 Main Street  
Waltham, MA 02451  
(781) 647-5327  
[b,c,d,e,f,h,i,p]

**Angel Adoptions**

11 Dix Street  
Waltham, MA 02453

(781) 899-9222  
[b,c,d,e,h,i,p]

**Wide Horizons For Children, Inc.**

38 Edge Hill Road  
Waltham, MA 02451  
(781) 894-5330  
[a,b,c,d,e,h,i,n,p]

**Wellesley**

**Alliance for Children, Inc.**  
55 William Street, Suite G 10  
Wellesley, MA 02481-3902  
(781) 431-7148  
[a,b,c,d,e,f,h,i,n,p]

**West Springfield**

**Adoption Resource Center at Brightside**  
2112 Riverdale Street  
West Springfield, MA 01089  
(413) 827-4258  
[a,b,c,d,e,f,h,p]

**Winchester**

**Child Adoption Associates**  
200 Swanton Street, #635  
Winchester, MA 01890  
(781) 929-1313  
[a,h,i,k,n,p]

**Worcester**

**Catholic Charities—Diocese of Worcester**  
10 Hammond Street  
Worcester, MA 01610-1513  
(508) 798-0191  
[b,c,d,f,h,m,n,p]

**Children's Friend**

21 Cedar Street  
Worcester, MA 01609  
(508) 753-5425  
[b,c,d,e,h,i,m,n,p]

**Jewish Family Service of Worcester, Inc.**

646 Salisbury Street  
Worcester, MA 01609  
(508) 755-3101  
[b,c,d,e,f,p]

**Lutheran Community Services of Southern New England**

20 Hamilton Street  
Worcester, MA 01604  
(508) 791-4488  
[a,c,e,f,h,i,m]

## PART 8—MEDIATION SERVICES

### ***Beverly***

#### **North Shore Community Mediation, Inc.**

100 Cummings Center, Suite 307-J  
Beverly, MA 01915  
Phone: (978) 232-1212  
Fax: (978) 232-0060  
E-mail: [nscm@verizon.net](mailto:nscm@verizon.net)  
<http://www.nsmmediation.org>

NSCM helps to resolve disputes among couples, family members, neighbors, and shared housing arrangements. Our mediators have also assisted in business disputes, including workplace conflicts, landlord tenant and property co-owner issues. NSCM offers a sliding fee scale to families and others seeking community mediation in order to encourage access to this effective and cost-efficient approach to resolving disagreements. Experienced NSCM mediators, specially trained in divorce mediation, work with families of all types. This includes resolving the division of assets and debt, developing parenting plans, spousal support and child support for couples contemplating divorce and for separating non-marital couples. Mediation is especially helpful when children are involved because the process focuses on parental communication

### ***Brookline***

#### **Metropolitan Mediation Services**

43 Garrison Road, Brookline, MA 02445-4498  
Phone: (617) 734-3443 ext. 165  
Fax: (617) 734-6385  
E-mail: [joan.sokoloff@metromediation.org](mailto:joan.sokoloff@metromediation.org)  
<http://www.metromediation.com/>

Metropolitan Mediation Services (MMS) is an innovative organization which has offered mediation services in the Greater Boston area since 1984. MMS provides mediation services to businesses, government agencies, schools, courts, social service agencies, and individuals from Greater Boston neighborhoods and families. MMS has a multi-disciplinary staff which includes attorneys, social workers, and educators from elementary through graduate level. Metropolitan Mediation Services offers a variety of dispute resolution programs and services, including: Community Mediation, Family Disputes, School Mediation Programs, and Court Mediation Programs

### ***Cambridge***

#### **Community Dispute Settlement Center, Inc.**

60 Gore Street, Suite 202  
Cambridge, MA 02141-1236  
Phone: (617) 876-5376  
Fax: (617) 876-6663  
<http://www.communitydispute.org>

Each year, CDSC's roster of over 60 experienced mediators serve an average of 1,000 clients, mediating some 350 cases. Our mediators come from a variety of backgrounds including the legal community, social services, education, business, and mental health, and contribute their services pro bono. We help people resolve issues related to separation and divorce, working with both traditional and non-traditional families. Through a group of specially trained mediators, we help gay and lesbian couples deal with issues unique to their circumstances. We mediate workplace disputes, as well as issues involving neighbors, landlords, and tenants. Our elder care services help families make decisions about the changing needs of older adults. We charge nominal fees for these services, with a sliding scale based on income.

### ***Framingham***

#### **Framingham Court Mediation Services<sup>116</sup>**

Concord Street  
Framingham, MA 01702  
Phone: (508) 872-9495  
Fax: (508) 872-9764  
[info@framinghammediation.org](mailto:info@framinghammediation.org)  
<http://www.framinghammediation.org>

Framingham Court Mediation Services, Inc. (FCMS) is an independent non-profit agency with a governing board of directors. The FCMS Dispute Resolution Center was established in 1979 with a federal grant from the Department of Justice and administered by the MA Committee on Criminal Justice as a court/community mediation project in the Framingham District Court

In 1981, FCMS incorporated as an independent non-profit organization serving towns and communities in the Framingham, Marlborough, Natick, and Concord District Court areas to provide mediation as a method for resolving differences to prevent escalating criminal behavior, especially between parties who are known to each other. FCMS is committed to the use

of trained community volunteers as the primary provider of direct mediation services

Access to services is available to the public through self-referral, as well as to court-involved people through court referral. FCMS provides mediation services to clients regardless of their ability to pay and strives to reduce barriers to service including physical, language, ethnicity, programmatic and economic barriers. We provide a range of alternative dispute resolution services including, mediation, facilitation at the earliest stage of conflict, arbitration, case evaluation, and mini trials.

### **Greenfield**

**The Mediation & Training Collaborative (TMTC)**  
277 Main Street, Suite 401, Greenfield, MA 01301-3267  
Phone: (413) 774-7469 Fax: (413) 774-7460  
E-mail: mediation@communityaction.us  
<http://www.fcac.net/>

The Mediation & Training Collaborative (TMTC) is a program of Community Action of the Franklin, Hampshire, and North Quabbin Regions, a non-profit organization. In operation since 1987, TMTC is now celebrating its 20th year. We are a comprehensive conflict resolution, mediation and training organization. TMTC mediates a broad range of disputes, including consumer, housing, divorce and family, workplace and neighborhood.

### **Haverhill**

**North Essex Mediators**  
145 Essex Street, Haverhill, MA 01832  
Phone: (978) 373-1971 ext. 287  
<http://www.communityactioninc.org/>

North Essex Mediators of Community Action, Inc. (NEM) has provided Face-to-Face Mediation services for the residents of northern Essex County since 1984. Many different types of conflicts may be mediated by NEM, including family, business to business, private-party, and consumer and merchant disputes. In Face-to-Face Mediation, the parties craft their own solution to the conflict. Approximately 80% of the cases utilizing Face-to-Face Mediation meet with success. Individuals who have participated in constructing their own resolution to a conflict honor their agreements over 98% of the time.

### **Leominster**

**Mediation Services, Inc.**  
853 North Main Street, Leominster, MA 01453

Phone: (978) 466-9595  
Fax: (978) 466-9522

Fitchburg District Courthouse  
100 Elm Street, Fitchburg, MA 01420  
(978) 354-2111 Ext. 242  
E-mail: mediation.ncm@verizon.net  
<http://www.mediationncm.org>

The overarching goal of community mediation is to prevent the escalation of violence in the community by helping residents to talk through their conflicts with the assistance of volunteer community mediators. Often, community-based conflicts are complex and require multiple mediation sessions. Typical conflicts referred to mediation include; contract and money disputes, property damage, neighborhood feuds, noise complaints and other community disturbances. Family mediations give all members the opportunity to have a neutral third party facilitate issues. Mediation Services has successfully mediated families comprising of multi-generations.

### **Marblehead**

**Marblehead Counseling Center, Inc.**  
66 Clifton Avenue  
Marblehead, MA 01945-1737  
Tel (781) 631-8273  
Fax (781) 631-7264  
E-mail: info@marbleheadcounseling.org  
<http://www.marbleheadcounseling.org/>

The **Mediation Program** provides an alternative approach to dispute resolution. Trained mediators help parties in conflict identify the issues, communicate concerns, and constructively explore possible solutions to problems. Mediation can help resolve disputes between business and consumers, landlords and tenants, parents and children, and neighbors and friends. Mediators assist people in reaching agreements they can live with and that are right for them. Often, people are able to develop a better ability to communicate with each other after experiencing the mediation process. The mediators are volunteers who have been trained to help people negotiate disagreements. They are trained in the mediation process, negotiation and communication skills, and facilitation and conflict resolution techniques. Often, the presence of a mediator helps people discuss their differences more easily than they could on their own. Mediators make difficult conversations productive. There is no established fee for mediation services. Donations in any amount are greatly appreciated in order to help maintain this program in the community.

## □ CHAPTER 20: RESOURCES

### **Medford**

#### **Solutions for Living**

200 Boston Avenue, Suite 1900

Medford, MA 02155

Phone: (781) 306-1180

Voice-mail: (781) 306-1187

Fax: (781) 306-1190

[http://www.solutionsforliving.org/  
communitymediation.html](http://www.solutionsforliving.org/communitymediation.html)

Solutions for Living's Community Mediation Program offers dispute resolution services to Individuals who seek an alternative process to the courts. Disputes among friends, family, neighbors, landlords/tenants, and restitution cases may be resolved in confidential mediation sessions. They also provide Divorce mediation and support services. The service will provide: A non-threatening, informal atmosphere conducive to direct and open communication, a trained volunteer mediator, capable of impartiality, skilled in modeling positive, constructive communication, and experienced in helping mediation participants to draw upon their own strengths, and a follow up for the purpose of monitoring restitution payments and/or supporting participants in following through with any agreements reached.

### **Orleans**

#### **Cape Mediation**

80 Route 6A, Unit 3

P.O. Box 193

Orleans, MA 02653

Phone/Fax: (508) 240-1717

E-mail: [ccdrc1@verizon.net](mailto:ccdrc1@verizon.net)

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

Cape Mediation (CM) is a Massachusetts not-for-profit corporation with the goal of improving the administration of justice throughout Cape Cod by offering alternative dispute resolution forums. Cape Mediation's second objective is to serve the needs of the community by providing mediation skills training for school personnel in order to improve communication with parents and for social workers and other personnel to improve their interaction with their clients. Cape Mediation also provides facilitation services to community groups and organizations and provides support for peer mediation programs in schools. Since 1985, (CM) has successfully mediated many types of disputes including personal and family issues.

### **Pittsfield**

#### **Berkshire Mediation Services, Inc.**

P.O. Box 3822

Pittsfield, MA 01202

Phone: (413) 499-2792

Fax: (413) 447-9976

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

Berkshire Mediation Services (BMS) is the only comprehensive program in Berkshire County that has a full-time presence that deals only with mediation services. BMS is the only provider of mediation and conflict resolution training in the county. Mediation is seen as a less costly and less adversarial way of resolving disagreements, especially in situations where the parties have on-going relationships. Mediation is a process that empowers the parties, making it more likely that a self-generated agreement will work for them. Mediation offers an alternative process to seeking expensive court settlement or resorting to violence to resolve conflict. Mediation needs to be available to families and neighborhoods as well as to the schools, the courts, the workplace and organizations. BMS provides all types of family and divorce mediation, including such issues as custody and visitation, child support, and post-divorce matters. We help parents resolve conflicts relating to their children in a way that can be less adversarial, stressful, and costly. In the long run, mediation is often in the best interests of the children because it reduces the trauma and stress of high conflict situations.

### **Springfield**

#### **Dispute Resolution Services, Inc.**

115 State Street

P.O. Box 30023

Springfield, MA 01103

Phone: (413) 787-6480

Fax: (413) 788-9685

E-mail: [drs.inc@verizon.net](mailto:drs.inc@verizon.net)

<http://www.drsmmediation.com>

Dispute Resolution Services, Inc. (DRS) has been providing mediation services to the communities and courts of Western Massachusetts. One of the largest non-profit alternative Dispute Resolution centers in the state, DRS has resolved thousands of disputes through mediation and trained hundreds of individuals to mediate successfully. With a trained pool of over 50 certified volunteer mediators, DRS provides dispute mediation services to the families

and neighborhoods of Springfield. Cases involve family, neighborhood or juvenile conflict.

### ***Vineyard Haven***

#### **Martha's Vineyard Mediation Program**

155 State Road  
Vineyard Haven  
Phone: (508) 693-2999  
Fax: (508) 693-2199  
E-mail: [info@mvmediation.org](mailto:info@mvmediation.org)  
<http://www.mvmediation.org/>

The MVMP was founded in 1984 by Judge Herbert Tucker, now retired, and Thomas Teller, who was then clerk/magistrate of the Edgartown District Court. Known as the Edgartown District Court Mediation Program and modeled after the Urban Mediation Project in Dorchester, Massachusetts, the program at first was court-based, taking only cases referred by the district court of Dukes County. In 1990, the program expanded to accept cases from the community of Dukes County. Today the program is still approved by the state as a court-annexed mediation program, able to handle cases referred by the Edgartown District Court and the Dukes division of the Probate and Family Court, but our mediators also work on community conflicts involving neighbors, landlords and tenants, homeowners and contractors, business owners, parents and children, partners, and spouses.

### ***Worcester***

#### **The Community Mediation Center**

Worcester Community Action Council  
484 Main Street, Second Floor  
Worcester, MA 01608  
Phone: (508) 754-1176 x138  
Fax: (508) 754-0203  
E-mail: [cbald@wcac.net](mailto:cbald@wcac.net)  
<http://www.wcac.net/mediation.htm>

Mediation is a form of conflict resolution that relies on the belief that people are creative and have the desire to resolve their conflicts. Mediation uses an impartial third party to help people find workable solutions confidentially. Mediation provides people an opportunity to talk about issues fully and directly in a non-adversarial and confrontational environment with as much time as needed. Face-to-Face Mediation provides a neutral setting for people to resolve their differences. Trained community volunteers facilitate face-to-face mediation providing

a forum for people to resolve their differences. CMC receives referrals from individuals, social service agencies, and the court. CMC provides mediation for Divorce/Post Divorce/Family Issues, including: custody/parenting plans, child support/alimony, visitation, health/education issues, non-traditional family issues. CMC uses a sliding fee scale that is generally shared between the parties and is typically less costly than litigation. Many services are free.

### ***Mediator Referral Services***

#### **Massachusetts Council on Family Mediation, Inc. (MCFM)**

P.O. Box 59  
Ashland, NH 03217-0059  
Phone: (781) 449-4430  
Toll Free: (877) 777-4430  
E-mail: [masscouncil@mcfm.org](mailto:masscouncil@mcfm.org)  
<http://www.mcfm.org/>

The Massachusetts Council on Family Mediation, Inc. (MCFM) is a nonprofit organization established more than 25 years ago by family mediators interested in sharing knowledge and setting guidelines for family mediation. MCFM is the oldest professional organization in Massachusetts dedicated to family mediation. MCFM serves the public and its members by providing information about divorce and family mediation and maintaining a mediator referral directory.

#### **Association for Conflict Resolution**

1015 18th Street, NW Suite 1150  
Washington, DC 2003  
Phone: (202) 464-9700  
Fax: (202) 464-9720  
E-mail: [acr@ACRnet.org](mailto:acr@ACRnet.org)  
<http://www.ACRnet.org>

The Association for Conflict Resolution (ACR) is a professional organization dedicated to enhancing the practice and public understanding of conflict resolution. ACR represents and serves a diverse national and international audience that includes more than 6,000 mediators, arbitrators, facilitators, educators, and others involved in the field of conflict resolution and collaborative decision-making. ACR maintains a referral list includes all current Advanced Practitioner (AP) members of the Association for Conflict Resolution who have met the strictest training and experience requirements. The listing only includes practitioners in the Family and Workplace practice areas.

## PART 9—IMMIGRATION ISSUES

The following is a list of some of the organizations in the Boston area that provide free or low-cost immigration services to low-income immigrants. Many take only certain limited types of cases. Be aware that there are many people in the community who hold themselves out as immigration practitioners who are neither members of the bar nor Board-certified immigration paralegals. These people, who essentially practice law without a license, can do untold damage. Urge you clients to seek help through one of these organizations to be sure of obtaining competent assistance.

### **AMERICAN IMMIGRATION LAWYERS' ASSOCIATION**

(800) 954-0254

<http://www.aialawyer.com>

**Cases Handled:** Lawyer referral service for private immigration attorneys.

### **ASIAN AMERICAN CIVIC ASSOCIATION 200 Tremont Street, Boston, MA 02116**

(617) 426-9492

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

**Cases Handled:** No immigration attorney on staff. Will help with very basic immigration questions and forms. Provides counseling in the areas of initial entry into the U.S., change of status from immigrant or refugee to permanent resident and the application procedure for citizenship. The program also assists clients in petitioning to bring immediate family members into the United States.

### **CATHOLIC CHARITABLE BUREAU OF BOSTON**

(617) 451-7979; ask for Refugee and Immigration Services

**Cases Handled:** Low-income referrals from within Greater Boston areas. Handle immigration applications; represents clients before the Citizenship and Immigration Services and the Immigration Court Consult fee \$50.00

**Other Services:** Walk-in Clinic: For consultation, simple form completion & asylum screening. No client representation.

1st and 3rd Wednesdays of each month: 4 pm–7 pm; No service on public holidays.

**Fees:** Nominal Fee Schedule. Different nominal fee for Walk-in Clinic

### **CENTRO PRESENTE**

54 Essex Street, Cambridge, MA 02139

(617) 497-9080

<http://www.cpresente.org>

**Cases Handled:** Legal immigration services including: NACARA, TPS, family-based petitions, work permit renewals, fingerprints, photos, adjustment of status, citizenship applications. Provides; Spanish, English, and Citizenship classes. Will also refer clients to private attorneys. Languages spoken: Spanish, English.

### **“CLINIC” PROGRAM AT BOSTON COLLEGE**

885 Centre Street, Newton, MA 02159

(617) 552-0593

**Cases Handled:** Represents immigrants who are being held by Immigration ONLY.

### **COMMUNITY LEGAL SERVICES AND COUNSELING CENTER**

1 West Street, Cambridge, MA 02139

<http://www.clsacc.org>

(617) 661-1010

**Fax:** (617) 661-3289

**Service Area:** Arlington, Belmont, Boston, Brookline, Cambridge, Chelsea, Everett, Medford, Somerville, Watertown

**Cases Handled:**

**Immigration:** Political asylum, U-Visas, immigration status for battered women where one spouse has legal status, special immigrant juvenile cases.

### **GREATER BOSTON LEGAL SERVICES IMMIGRATION UNIT**

197 Friend Street, Boston, MA 02114

<http://www.gbls.org>

(617) 371-1234

(800) 323-3205

**TTY:** (617) 371-1228

**Fax:** (617) 371-1222

**Service Area:** Boston, Braintree, Brookline, Canton, Chelsea, Cohasset, Everett, Hingham, Holbrook, Hull, Malden, Medford, Melrose, Milton, Newton, Norwell, Quincy, Randolph, Revere, Scituate, Stoneham, Wakefield, Waltham, Watertown, Weymouth, Winthrop, Wollaston.

**Cases Handled:** Will handle political asylum cases, cases involving battered women, unaccompanied minors, and language access issues. When Walk-in Intake is open, Telephone Intake messages can be left requesting call backs at 617-603-1637 and calls will be returned as time permits are not checked. Phone messages and calls are not returned when walk-in intake is closed.

**INTERNATIONAL INSTITUTE OF BOSTON (IIB)**

1 Milk Street, Boston, MA 02109  
(617) 695-9990  
<http://www.iiboston.org>

**Cases Handled:** IIB provides consultations and assistance for immigration and naturalization matters, except for employment-sponsored immigration. IIB provides full legal representation in complicated immigration matters and referral in cases that cannot be accepted. IIB provides screening, representation and referral for asylum seekers. Case acceptance is based upon attorney availability. Consult fee: \$35; Form Assistance Fees: vary based on type of application.

*The Immigration Clinic operates on an appointment-only basis.*

**IRISH IMMIGRATION CENTER**

59 Temple Place, Suite 510, Boston, MA 02111  
(617) 542-7654

**Cases Handled:** Provides legal advice, information, advocacy, referrals and support for immigrants of all nationalities on issues relating to immigration, employment, citizenship, housing and social services.

**MASSACHUSETTS IMMIGRANT AND REFUGEE ADVOCACY COALITION (MIRA)**

<http://www.miracoalition.org>  
MIRA works to advocate for the rights and opportunities of immigrants and refugees. In partnership with its members, MIRA advances this mission through education, training, leadership development, organizing, policy analysis and advocacy. The website contains lists of legal services

providers, government agencies, and other immigration organizations.

**NATIONAL LAWYERS GUILD**

14 Beacon Street, Suite 407, Boston, MA 02108  
(617) 227-7008

E-mail: [nlgmass@igc.org](mailto:nlgmass@igc.org)  
<http://www.nlgmass.org>

**Intake:** Mon.–Fri. 9 a.m.–4 p.m. or leave message. Phone and E-mail only.

**Service Area:** Massachusetts

**Cases Handled:** Geared to low and moderate income clients. Attorneys cover most areas of law including immigration.

**NLG REDUCED FEE PANEL GUIDELINES:**

There are no income requirements for reduced rates. Callers must discuss rate options directly with attorneys. A half hour phone consultation with an NLG attorney is \$15 for all callers. No Pro Bono Services rendered.

**PAIR PROJECT**

14 Beacon Street, #840A, Boston, MA 02108  
(617) 742-9296 (ask for Detention Project)

<http://www.pairproject.org>

**Cases Handled:** Provides legal services to secure the safety and freedom of asylum seekers and to promoting the rights of immigration detainees. This is accomplished through the Pro Bono Asylum Program and the Detention Center Program. Offers free attorneys for asylum cases, Know Your Rights Presentation to detainees held in Immigration detention centers, and referrals for low fee immigration attorneys who handle specific kinds of immigration matters

## Part 10—SERVICES FOR GAY/LESBIAN/BISEXUAL VICTIMS OF DOMESTIC VIOLENCE

### **EMERGE: COUNSELING & EDUCATION TO STOP DOMESTIC VIOLENCE**

2464 Massachusetts Avenue, Suite 101  
Cambridge, MA 02140  
Phone: (617) 547-9879  
Fax: (617) 547-0904  
E-mail: [emergedv@aol.com](mailto:emergedv@aol.com)  
<http://www.emergedv.com>

**Services provided:** Emerge is a certified “Batterer Intervention” program. Emerge provides support, counseling, and education for domestic abusers. They have developed services for Lesbian, Gay, Bisexual and Transgender (LGBT) abusers. They have support groups in Cambridge, Lowell, and Roxbury.

### **FENWAY VIOLENCE RECOVERY PROGRAM (VRP)**

7 Haviland Street. Boston, MA 02115  
Phone: (617) 927-6250  
Toll-Free:(800) 834-3242  
E-mail: [VRP@fenwayhealth.org](mailto:VRP@fenwayhealth.org)  
<http://www.fenwayhealth.org>

**Services provided:** The VRP provides counseling, advocacy, and referral services to Gay, Lesbian, Bisexual and Transgender (GLBT) victims of bias crime, domestic violence, sexual assault and police misconduct. Other services include a support group for GLBT domestic violence survivors, the region’s only support group for male survivors of rape and sexual assault, advocacy with the courts and police, and assistance with victim compensation. VRP provides short-term counseling to survivors and their families, and referrals to longer-term counseling through our mental health department. They frequently accompany crime victims to court to assist in obtaining restraining orders or for hearings or trials on criminal cases, and may also accompany clients to police stations to file police reports.

### **GAY & LESBIAN ADVOCATES & DEFENDERS (GLAD)**

30 Winter Street, Suite 800, Boston, MA 02108  
(617) 426-1350  
(800) 455-GLAD  
<http://www.glad.org>

**Intake:** Mon.–Fri. 1:30–4:30 p.m., English or Spanish. Hotline provides legal information and civil

and criminal referrals to private attorneys; client negotiates fee with attorney.

**Cases Handled:** Impact litigation on civil rights issues related to sexual orientation, HIV/AIDS, and gender identity and expression: family law, same-sex marriages and civil unions, employment discrimination, housing discrimination, HIV privacy, transgender, youth and schools.

### **GAY MEN’S DOMESTIC VIOLENCE PROJECT**

955 Massachusetts Ave., PMB 131  
Cambridge, MA 02139-3180  
Phone: (800) 832-1901  
E-mail: [cs@gmdvp.org](mailto:cs@gmdvp.org)  
<http://www.gmdvp.org>

**Services provided:** The Gay Men’s Domestic Violence Project offers an extensive range of services for gay, bisexual, and transgender men, from those who want more information to those who feel they need to leave an abusive relationship. Key client services are: Safety Planning, Crisis Intervention, Emergency Shelter and Housing Advocacy, Information and Referrals for many social services, as well as Legal Advocacy and Assistance.

### **THE NETWORK/LA RED**

PO Box 6011 Boston, MA 02114  
Office: (617) 695-0877  
Fax: (617) 423-5651  
Hotline: (617) 742-4911  
TTY: (617) 227-4911  
E-mail: [info@thenetworklared.org](mailto:info@thenetworklared.org)  
<http://www.thenetworklared.org>

**Services provided:** The Network/La Red was formed to address battering in lesbian, bisexual women’s, and transgender communities. The Network/La Red has a bilingual English/Spanish hotline that provides confidential support, information, and referrals to partner abuse survivors. There is an emergency shelter for lesbian, bisexual women, and transgender folks (LBT) and their children. Advocates are also available to accompany clients in court, assist with safety planning and victim compensation, provide support and crisis intervention. This program can assist with accessing medical, legal, housing, or other social services.

## PART 11—INTERNET RESOURCES

There are many internet resources containing family law information and resources. This list is by no means exhaustive. It includes the basic sites designed to assist legal services advocates and clients

### General Resources

#### Family Lawyers

<http://www.DivorceNet.com> is a divorce resource, offering state-specific articles, an online community and a nationwide directory of divorce lawyers, mediators and financial professionals.

#### Legal Services

<http://www.Glad.org> is run by Gay & Lesbian Advocates & Defenders (GLAD), which is New England's leading legal rights organization dedicated to ending discrimination based on sexual orientation, HIV status and gender identity and expression. Providing litigation, advocacy, and educational work in all areas of gay, lesbian, bisexual and transgender civil rights and the rights of people living with HIV, GLAD has a full-time legal staff and a network of cooperating attorneys across New England. Their website provides resources and links for many areas of the law.

<http://www.LiveJustice.org> is dedicated to helping low-income residents of Massachusetts with housing problems. Operated by Legal Assistance Corporation of Central Massachusetts, LiveJustice can help you solve your legal problem. Through LiveJustice, you can search for answers on your own or you can send an E-mail to an attorney about your landlord/tenant issue

<http://www.MassLegalServices.org> offers resources about legal issues facing lower-income Massachusetts residents to advocates and social service professionals. In addition to the public site, staff members of legal services organizations can create an account and access extensive resources and information contributed by numerous programs state-wide.

<http://www.MassLegalHelp.org> offers basic information and resources for low income clients. It is client friendly and offers resources in different languages. The site also has a search engine that helps clients find legal services in their area.

<http://www.Neighborhoodlaw.org> is a website run by Neighborhood Legal Services, a legal services

organization located in Essex County. This website provides a list of all the legal service organizations in the state. They also have many articles that provide basic legal information, useful forms, and many helpful links

**Note:** Many of the Legal Services Offices run their own websites that contain helpful information and useful links to other websites and agencies. These websites are listed in the organization descriptions that are provided in Part 2—Legal Services Offices.

#### Child Custody

**The Professional Academy of Custody Evaluators:**  
<http://www.custody-pace.org>

This is a private, nonprofit organization devoted to registering custody evaluators based on specific criteria and disseminating information concerning the education, training and experience of registered evaluators. Its site includes an archive of newsletter articles concerning custody. A recent article, for example, was “Factors Affecting Children’s Power To Choose Their Caretakers In Custody Proceedings.” The site also contains information on materials and resources to be used in evaluating custody. There are links to related sites. Overall, it is a useful and well-designed site.

**The Children’s Rights Council:**  
<http://www.crckids.org>

This organization believes that “the best parent is both parents.” Its site includes information about current legislation relating to child custody and support, and has the full text of related federal bills. The site also includes the text of the Children’s Bill of Rights.

**National Center for Missing and Exploited Children:**  
<http://www.missingkids.com>

Custody battles sometimes lead to parental kidnapping. If you face such a case, you will find helpful information offered by the nonprofit agency that works to protect and locate missing children. The site includes information on the national Child Protection Act, the U.S. Department of Justice,

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Office of Juvenile Justice and Delinquency Prevention and other resources.

### **The Hague Convention on the Civil Aspects of International Child Abduction**

<http://adams.patriot.net/~crouch/hague.html>

The site also lists nations that have ratified the Hague Convention.

### **Child Support**

If you represent a former spouse who is owed delinquent child support, there are several sites with information about relevant laws and collection procedures.

#### **Massachusetts Child Support Enforcement:**

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

The Child Support Enforcement Division (CSE) of the Massachusetts Department of Revenue aims to make a difference in the lives of children by enforcing the financial responsibilities of parenthood. The Child Support Enforcement Division is here to assist parents in establishing paternity and child support orders, collecting child support, and asking courts to adjust child support orders when circumstances change. This site offers information about state programs and a child support application form online.

#### **Federal Office of Child Support Enforcement Home Page**

<http://www.acf.dhhs.gov/ACFPrograms/CSE/index.html>

This site is a good starting point, offering a profile of each state's child support enforcement laws and agencies. It also has a variety of policy documents, news releases and the full text of federal regulations governing establishment of paternity.

#### **Child Support Enforcement:**

<http://www.supportkids.com>

A resource if you would rather not rely on the state to collect arrearages. This private company will, for a fee, help collect court-ordered child support.

### **Domestic Violence and Child Abuse**

#### **Department of Social Service:**

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

The Department of Social Service's vision is to ensure the safety of children in a manner that holds

the best hope of nurturing a sustained, resilient network of relationships to support the child's growth and development into adulthood. Their website provides information of their programs and services as well as links to key resources.

#### **Jane Doe Inc.**

<http://www.janedoe.org>

Jane Doe Inc. brings together organizations and people committed to ending domestic violence and sexual assault. They advocate for responsive public policy, promote collaboration, raise public awareness, and support member organizations to provide comprehensive prevention and intervention services. Jane Doe Inc. runs a website that includes information and resources regarding domestic violence, safety planning, and sexual assault. There are also extensive links to other organizations, such as local and national government agencies and advocacy coalitions. There are also links regarding Elder Abuse, Batterers Intervention, Gay, Lesbian, Bisexual, and Transgender Resources, Kids/Teens Resources, Men's Initiatives, and Victim Assistance

#### **Emerge**

<http://www.emergedv.com>

Emerge was the first abuser education program in the United States. Since its creation, Emerge has been a national leader in working to end violence in intimate relationships. Emerge works to educate individuals abusers, prevent abuse, improve institutional responses to domestic violence, and increase public awareness about the causes and solutions to partner violence. The Emerge website is designed to offer information on services they offer, such as abuser education services and training materials. They also answer frequently asked questions about abuse. The website also provides links to websites that can be good resources for finding more information on domestic violence, for locating help for victim/survivor resources, or for general research.

#### **Massachusetts Coalition for Battered Women Service Groups**

<http://www.aardvarc.org/dv/states/massdv.shtml>

State and national resources for victims of domestic violence and professionals who deal with it.

### **Pensions and Divorce**

#### **United States Department of Labor**

<http://www.dol.gov/ebsa/publications/qdros.html#section4>

This site provides general information about qualified domestic relations orders (QDROs). A QDRO allows one spouse to assign some or all of his or her pension benefits to the other spouse, children, or other dependents to satisfy family support or marital property obligations.

### **State and Local Practice**

**Cornell Law School's Legal Information Institute**  
<http://www.law.cornell.edu/uniform/vol9.html>

This site will help you locate state laws on the Internet that correspond to uniform matrimonial, family and health laws. Examples of the references here include: Uniform Adoption Act, Uniform Alcoholism and Intoxication Treatment Act, Uniform Child Custody Jurisdiction Act, Uniform Civil Liability for Support Act, Uniform Divorce Recognition Act, Uniform Duties to Disabled Persons Act, Model Health Care Consent Act, Uniform Health Care Information Act, Interstate Family Support Act and the Uniform Controlled Substances Act.

### **Related Resources**

<http://www.Bostonabcd.org> is the website for Action for Boston Community Development (ABCD). ABCD is Boston's antipoverty agency, serving more than 100,000 low-income Greater Boston residents through its city-wide network of neighborhood-based organizations. ABCD provides innovative, timely programs that promote upward mobility and a higher quality of life for people and communities. While ABCD's overall focus remains long-term self-sufficiency, we understand that sometimes, things happen. ABCD offers a number of programs that help families through these times of crisis, including fuel assistance in winter, food pantries, and rental assistance

<http://www.Bostonresourcenet.org> represents a special collaboration between two human service organizations in Boston—Action for Boston Community Development (ABCD), Boston's anti-poverty agency, and the Boston Public Health Commission (BPHC), the nation's first public health department. These two organizations have come together to provide visitors with accurate and up-to-date information on the wide variety of human services available across the city of Boston. ResourceNet maintains information on 2,000 organizations and agencies. Any listed organization with a website is provided with a link to that website

<http://www.Clasp.org> is run by The Center for Law and Social Policy (CLASP), which is a national nonprofit that works to improve the lives of low-income people. CLASP's mission is to improve the economic security, educational and workforce prospects, and family stability of low-income parents, children, and youth and to secure equal justice for all. Their website has a variety of resources.

<http://www.Diversitycoalition.org> is the website of the Diversity Coalition, whose mission is to create a representative and collaborative atmosphere within legal services and to provide accessible, welcoming and culturally competent services to all clients and their communities.

<http://www.Hcfama.org> is run by Health Care For All, which is an organization that seeks to create a consumer-centered health care system that provides comprehensive, affordable, accessible, culturally competent, high quality care and consumer education for everyone, especially the most vulnerable. Their website has information regarding health care options and health insurance rights. They can provide information and referral to appropriate health care programs including MassHealth, Free Care, DET Medical Security Plan, and prescription drug assistance.

<http://www.HLA-inc.org> is the website the Health Law Advocates, a legal services organization that is listed in Part 2B, above. The site includes information on The Divorce Judgment and Health Insurance Project. The Project Task Force consists of HLA legal staff, family lawyers, representatives of the state Probate and Family Court and other interested state agencies. The Project's mission is to identify and eliminate barriers to maintaining health insurance after separation and divorce. These barriers include limitations in the reach of state laws, poorly drafted separation agreements and lack of affordable non-group insurance. The website offers information to Massachusetts residents on health insurance rights, options and resources.

<http://www.Mass.gov/dta> is the website for The Department of Transitional Assistance (DTA), the state agency responsible for administering public assistance programs for needy citizens of the Commonwealth. The DTA provides food assistance, job assistance, cash assistance, emergency shelters, and domestic violence assistance.

<http://www.MassResources.org> was developed by Community Resources Information, Inc. (CRI). CRI is a not-for-profit organization whose principal

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mission is to develop and maintain Internet web sites which provide comprehensive information on resources relevant to the needs of low and moderate-income families and individuals of all ages. The site provides information on what benefits are available, how to apply, eligibility requirements, benefit amounts, and answers to commonly asked questions.

*<http://www.Pensionaction.org>* is run by The Pension Action Center, which brings together several ongoing projects of the Gerontology Institute at the University of Massachusetts Boston. The services they offer include: providing assistance to individuals having trouble understanding or obtaining their pension benefits, providing referrals to attorneys and to other professionals with expertise regarding pensions, and linking Massachusetts grassroots advocacy groups, non-profit and public agencies, and individuals working to improve the economic security of women in retirement.

*<http://www.Povertylaw.org>* is run by The Sargent Shriver National Center on Poverty Law. The site contains many online resources and links to related websites. There is also a Poverty Law Library that contains over 500,000 legal documents.

*<http://www.Projectbread.org>* is a website that provides information concerning hunger and health. It also offers help accessing food stamps and provide an online calculator to estimate benefits. Information about Project Breads' 400 food pantries, soup kitchens, food banks, and the hunger hotline can also be found on this site.

*<http://www.9to5.org>* is the website of the National Association of Working Women, which is a national organization dedicated to putting working women's issues on the public agenda. 9to5's constituents are low-wage women, women in traditionally female jobs, and those who've experienced any form of discrimination. The website offers resources and links regarding employment.

## PART 12—MISCELLANEOUS

In addition to the Legal Services Offices in Part 2 and the Internet Resources in Part 11, this is a list of other social service agencies.

### Food, Clothing, Nutrition, Housing

#### ABCD

(617) 357-6000

ABCD offers a number of programs that help families through these times of crisis, including fuel assistance in winter, food pantries, housing search assistance, and rental assistance.

#### Children's Medical Security Plan

(800) 909-2677

Health insurance plan for children under 18 for primary care.

#### The Expanded Food and Nutrition Education Program (EFNEP)

(800) 622-3637

Nutrition education for low and moderate income families.

#### Fuel Assistance Program

(800) 632-8175

Fuel assistance to low-income families during the winter months.

#### Good Neighbor Energy Fund

Eastern Massachusetts: (800) 334-3047

Western Massachusetts: (800) 262-1320

Fuel assistance to low-income families during the winter months.

#### Planned Parenthood

(800) 258-4448

Office: (617) 616-1660

Patient Services: (617) 616-1600

Hotline: (617) 616-1616

Referrals for Reproductive health services and information.

#### Project Bread

(800) 645-8333

Information about Food Stamps and Food Pantries across the state.

#### WIC

Statewide Hotline: (800) WIC-1007 (942-1007)

Food for low- or moderate-income pregnant women and children under five

Also assistance with nutritional issues, child health and parenting.

### Health

#### AIDS Action Committee Hotlines

HIV/AIDS & STD Hotline: (800) 235-2331

Hepatitis Toll-Free: (888) 443-4372

HIV TTY: (617) 437-1672

Hepatitis TTY: (617) 437-1672

E-mail: hotline@aac.org

Information, referrals and support for HIV- and AIDS- related issues.

Hours: Monday–Thursday: 9:00 a.m. to 9:00 p.m.

Friday: 9:00 a.m. to 7:30 a.m.

#### Al-Anon

(888) 4AL-ANON (425-2666)

Support for family members affected by alcoholism or other substance abuses

Hours: Monday through Friday, 8 a.m.–6 p.m.

#### Alcohol and Drug Hotline

(800) 327-5050

(617) 292-5065

The Massachusetts Substance Abuse Information and Education Helpline provides free and confidential information and referral for alcohol and other drug abuse problems and related concerns. Services are available 24 hours a day, 7 days a week. Language interpreters are always available.

#### Anonymous HIV Testing

(800) 750-2016

TTY: (800) 834-0041

Information and referrals for HIV testing and needle exchange programs.

#### Depression After Delivery

(800) 944-4PPD

Information for new parents and referrals to local providers and support groups.

#### Health Care for All

(800) 272-4232

Advocacy and help with getting health care.

Languages: Spanish, Haitian Creole

#### Grandparents Raising Grandchildren

(617) 727-7750

Referrals to support groups for grandparents raising their grandchildren; free resource directory.

Language: Spanish

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### **Massachusetts Committee for Children and Youth** (800) CHILDREN

Information about child abuse prevention

### **Massachusetts Family Network**

(800) 447-8844 (voice/TTY)

Parent education, home visits, health and developmental screening, play groups, child care and transportation for families with children under 3 years old. Some programs offer other languages.

### **Massachusetts Society for the Prevention of Cruelty to Children**

(800) 442-3035

Information and referrals to child abuse prevention and home visiting services.

### **Open Door Society**

(800) 932-3678

Support for adoptive families and for people who want to learn about adoption.

### **Parental Stress Line**

(800) 632-8188

Confidential counseling, support and information for parents.

Language: Spanish

### **Parents Anonymous**

(800) 882-1250

Telephone counseling and referrals to confidential support groups for parents.

## ***Health Insurance and Governmental Assistance***

### **Department of Transitional Assistance (formerly Department of Public Welfare)**

(800) 348-8500

(800) 249-2007 (new applicants)

Food Assistance, Job Assistance, Cash Assistance, and Emergency Shelter

### **MassHealth Service Center**

(800) 841-2900

Healthy Start is a free health insurance program for pregnant uninsured low-income women. The program offers early, complete prenatal care to pregnant women and their unborn children

### **Medicaid/MassHealth**

(800) 682-1062

(800) 841-2900

TTY: (800) 497-4648

Health insurance for eligible families.

Languages: Spanish, Chinese, Khmer, Portuguese, Vietnamese, Russian

### **Supplemental Security Income (SSI)**

(800) 772-1213

Financial assistance for eligible children and adults with disabilities.

## ***Parenting and Family Support***

### **Children's Trust Fund**

(617) 727-8957

Fax: (617) 727-8997

Referrals to parent education programs and support groups.

### **Early Intervention Services Program**

(800) 905-8437

Developmental assessment, intervention and family support services for children under three.