

CHAPTER 20

RESOURCES

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## PART 1—BATTERED WOMEN SHELTERS AND RESOURCES

The following organizations provide a variety of resources for survivors of domestic violence and sexual assault. Many organizations make use of the twenty-four-hour SafeLink Hotline for anyone affected by domestic or dating violence. It is serviced by bilingual (Spanish and English) advocates and offers translation services for more than 130 languages. SafeLink (toll free): (877) 785-2020; TTY: (877) 521-2601. This list is by no means exhaustive and additional organizations are listed on the Mass.gov website at <https://www.mass.gov/service-details/domestic-violence-programs>.

Statewide Spanish Rape Crisis Hotline: (800) 223-5001

National Domestic Violence Hotline: (800) 799-7233

### 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

**Center for Women & Community**  
(formerly 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

<https://www.umass.edu/cwc>

### 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

**Lahey Health Behavioral Services VOCAL**

Adult program: (978) 927-4507 ext. 7801

Children's program: (978) 927-4506 ext. 7803

Hotline: (800) 922-8772

<http://nebhealth.org/services>

### Boston

**Asian Shelter and Advocacy Program**

Hotline: (617) 338-2355

Business: 617-338-2356

Fax: (617) 338-2354

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

<https://www.atask.org/site/our-programs/emergency-shelter.html>

### Casa Myrna

SafeLink Hotline: (877) 785-2020

Business: (617) 521-0100

Fax: (617) 521-0105

<http://www.casamyrna.org>

### Renewal House

24-hour Confidential Hotline: (617) 566-6881

UUUM Business: (617) 318-6010

[http://www.uuum.org/?page\\_id=199](http://www.uuum.org/?page_id=199)

### Brockton

**Brockton Family and Community Resources**

Crisis Hotline: (508) 583-6498

Toll-Free Hotline: (800) 281-6498

TTY: (508) 583-6498

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

### A New Day

(formerly Womansplace Crisis Center)

Domestic Violence Hotline: (508) 588-8255

Toll Free Domestic Violence Hotline: (888) 293-7273

TTY: (508) 894-2869

Spanish Line: (800) 223-5001

Business Phone: (508) 580-3964

<http://healthimperatives.org/a-new-day>

### Cambridge

**Boston Area Rape Crisis Center**

Toll-Free Hotline: (800) 841-8371

Spanish Line: (800) 223-5001

Business: 617-492-8306

<http://www.barcc.org>

### Transition House

24-Hour Crisis Line: (617) 661-7203

Business: (617) 868-1650

Fax: (617) 868-1651

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

<http://www.transitionhouse.org>

**Chelsea****HarborCov**

24-Hour Hotline: (617) 884-9909  
 Business: (617) 884-9799  
 Fax: (617) 884-9929  
 MassRelay 711  
 E-mail: harborcov@harborcov.org  
<http://harborcov.org>

**Fall River****Our Sister's Place**

24-Hour Hotline: (508) 999-6636  
 Business: (508) 672-2033  
 Fax: (508) 672-2033  
 E-mail: info@thewomenscenter.org

**Stanley Street Women's Center**

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

**Fitchburg****Pathways for Change, Inc.  
(formerly Rape Crisis Center of Central  
Massachusetts)**

English Hotline: (800) 870-5905  
 Spanish Hotline: (800) 223-5001  
 TTY: (888) 887-7130  
 Office: (508) 852-7600  
 Fax: (508) 852-7870  
<https://pathwaysforchange.help/pfc/whats-happening>

**Framingham****Voices Against Violence  
(formerly Women's Protective Services)**

24-Hour Hotline: (800) 593-1125  
 TTY/Hotline: (508) 626-8686  
 Business: (508) 820-0834  
 Fax: (508) 872-4264  
<http://www.smoc.org/voices-against-violence.php>

**Gardner****YWCA Central Massachusetts**

Hotline: (508) 755-9030  
 Office: (508) 791-3181  
<http://www.ywcacentralmass.org/domestic-violence>

**Greenfield****New England Learning Center for Women  
in Transition**

Business: (413) 772-0871  
 Crisis Hotline or TTY: (413) 772-0806  
 Fax: (413) 772-2743  
 TTY or Toll Free: 1-888-249-0806

Spanish Hotline: (800) 223-5001  
 E-mail: info@nelcwit.org  
<http://www.nelcwit.org>

**Holyoke****Womanshelter/Compañeras**

Hotline: (877) 536-1628  
 Local: (413) 536-1628  
 Business: (413) 538-9717  
<http://www.womanshelter.org>

**Hyannis****Independence House**

Hotline: (800) 439-6507  
 Business: (508) 771-6507  
 TTY: (508) 771-6782  
<http://www.independencehouse.org>

**Jamaica Plain****Elizabeth Stone House**

SafeLink: (877) 785-2020  
 TTY: (877) 521-2601  
 Main Line: (617) 427-9801  
 Fax: (617) 427-6252  
<http://www.elizabethstonehouse.org>

**F.I.N.E.X. House**

Hotline: (617) 288-1054  
 Business: (617) 436-2002  
 Fax: (617) 287-0553  
 E-mail: finex@finexhouse.org  
<http://www.finexhouse.org>

**Lawrence****YWCA Northeastern Massachusetts**

Hotline: (877) 509-9922  
 Office: (978) 682-3039 ext. 2123  
 Fax: (978) 691-5286  
 Shelter: info@ywcawlawrence.org  
<http://ywcawcanema.org/programs-services/womens-services/2554-2>

**Leominster****YWCA Central Massachusetts**

Hotline: (508) 755-9030  
 Battered Women's Resources (978) 537-8601  
 Office: (508) 791-3181  
<http://www.ywcacentralmass.org/domestic-violence>

**Lowell****Alternative House**

Toll Free Crisis Hotline: (888) 291-6228  
 Local: (978) 454-1436  
 Business: (978) 937-5777  
 Fax: (978) 937-5595  
<http://www.alternative-house.org>

## Lynn

### **YWCA Northeastern Massachusetts (formerly North Shore Rape Crisis Center)**

Rape Crisis Hotline: (800) 922-8772  
Spanish: (800) 223-5002  
Business: (781) 477-2313  
Fax: (978) 927-4507  
TTY: (978) 686-8840  
E-mail: [ngoodwin@ywcawalrence.org](mailto:ngoodwin@ywcawalrence.org)  
<http://ywcansrcc.org>

## Marlborough

### **Wayside Youth & Family Services**

Hotline: (800) 511-5070  
Rape Crisis 7 DV Program: (508) 478-6888 ext. 2125  
TTY: (508) 478-4205 (business hours only)  
Business: (508) 478-6888  
E-mail: [info@waysideyouth.org](mailto:info@waysideyouth.org)  
<http://www.waysideyouth.org/OurServices/WaysideMilford/TraumaInterventionServices.aspx>

## Martha's Vineyard

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

Hotline: (508) 696-SAFE (7233)  
Business: (508) 693-7900  
Program Director: Jennifer Neary; (774) 549-9667 ext. 103  
[jneary@mycommunityservices.com](mailto:jneary@mycommunityservices.com)  
<http://www.mvcommunityservices.com>

## Milford

### **Wayside Youth & Family Services**

Hotline: (800) 511-5070  
Rape Crisis 7 DV Program: (508) 478-6888 ext. 2125  
TTY: (508) 478-4205 (business hours only)  
Business: (508) 478-6888  
E-mail: [info@waysideyouth.org](mailto:info@waysideyouth.org)  
<http://www.waysideyouth.org/OurServices/WaysideMilford/TraumaInterventionServices.aspx>

## 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  
E-mail: <http://www.asafelacenantucket.org>  
<http://www.asafelacenantucket.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  
E-mail: [info@thewomenscentersc.com](mailto:info@thewomenscentersc.com)  
<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

### **Safe Passage**

#### **(formerly Necessities/Necesidades)**

Toll Free Hotline: (888) 345-5282  
TTY: (888) 345-5282  
Business: (413) 586-1125  
Fax: (413) 586-3742  
E-mail: [info@safepass.org](mailto:info@safepass.org)  
<http://www.safepass.org>

## 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)**

24-Hour Toll Free Hotline: (866) 401-2425  
Business: (413) 499-2425 (TTY)  
Fax: (413) 443-3016  
E-mail: [info@elizabethfreemancenter.org](mailto:info@elizabethfreemancenter.org)  
<https://www.elizabethfreemancenter.org>

## Plymouth

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

24-Hour Toll Free Hotline: (888) 746-2664  
Business: (508) 746-2664  
Education and Trainings: (508) 746-2664  
Batterers' Intervention Program: (508) 830-1234  
Fax: (508) 746-4668  
E-mail: [bcalderon@hptc.org](mailto:bcalderon@hptc.org)  
<http://www.thesswrc.org>

## Quincy

### **Dove, Inc.**

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

**Roxbury****Renewal House**

24-Hour Confidential Hotline: (617) 566-6881  
 UUUM Business: (617) 318-6010  
[http://www.uuum.org/?page\\_id=199](http://www.uuum.org/?page_id=199)

**Salem****Healing Abuse Working for Change (HAWC)**

Hotline: (800) 547-1649  
 Salem Hotline: (978) 744-6841  
 Business: (978) 744-8552  
 Fax: (978) 745-6886  
 Additional Locations: Gloucester, Lynn  
<https://hawcdv.org/contact>

**Somerville****RESPOND, Inc.**

Hotline: (617) 623-5900  
 TTY: (800) 439-2370  
 Speech to Speech: (866) 645-9870  
 Admin. Services: (617) 625-5996  
 Programs and Services: (617) 440-7267  
 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 (TTY)  
 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  
 Program Director: Jennifer Neary (774) 549-9667 ext. 103  
[jneary@mycommunityservices.com](mailto:jneary@mycommunityservices.com)  
<http://www.mvcommunityservices.com>

**Waltham****REACH Beyond Domestic Violence  
(formerly Support Committee for Battered Women)**

Hotline: (800) 899-4000  
 Business: (781) 891-0724  
 Fax: (781) 891-3861  
 E-mail: [info@reachma.org](mailto:info@reachma.org)  
<https://reachma.org/what-we-do/about-domestic-violence>

**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****Pathways for Change Inc.  
(formerly Rape Crisis Center of Central  
Massachusetts)**

English Hotline: (800) 870-5905  
 Spanish Hotline: (800) 223-5001  
 TTY: (888) -887-7130 (for business hours only)  
 Office: (508) 852-7600  
 Fax: (508) 852-7870  
<https://pathwaysforchange.help/pfc/whats-happening>

**YWCA/Daybreak Resources for Women  
and Children****YWCA Central Massachusetts**

Hotline: (508) 755-9030  
 Office: (508) 791-3181  
 Karen Riley-McNary Director of Community  
 Intervention: (508) 755-5371  
<http://www.ywacentralmass.org/domestic-violence>

## 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 through Friday, 9:00 a.m. to 5:00 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 the time of printing. Contact the program directly for the most recent intake information.

Many programs have staff who speak languages other than English or have access to a telephone interpreting service, which is often provided free of charge to eligible clients.

The contact information and description of most of the programs listed in this book were provided by Eastern Region Legal Intake (ERLI), a project of the Volunteer Lawyers Project. ERLI 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 ERLI *Intake Update* for a nominal annual charge by contacting [erliadmin@vlpnet.org](mailto:erliadmin@vlpnet.org).

### A. General Civil Legal Services Programs

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#### ***Boston College Legal Services LAB***

885 Centre Street, Newton, MA 02459  
 Phone: (617) 552-0248  
 Fax: (617) 552-0593  
<http://www.bc.edu/lab>

**Service Area:** Newton, Waltham, and Watertown.

**Service Area for Unemployment Compensation cases:** Belmont, Boston, Brookline, Cambridge, Needham, Newton, Waltham, Watertown, Wellesley, and Weston.

Interpreters will be provided free of charge to clients in any language if an advocate on staff is not conversant in the client's language.

**Languages of Advocates other than English:** Spanish (Intake Coordinator)

**Cases Handled** (provides representation, no telephone advice):

**Housing:** Evictions for tenants only (priority given to families with children); public housing denials or evictions; utility shutoffs.

**Family Law:** Contested divorces; custody (custodial and noncustodial parents); child support (priority given to custodial parents); 209A emergency hearings.

**Government Benefits:** Denials/terminations of TAFDC, EAEDC, SNAP, EA, SSI/SSDI (not SSI/SSDI overpayment cases); unemployment compensation (not UC overpayment cases); MassHealth denials/terminations.

#### ***Cambridge and Somerville Legal Services (CASLS) (An Office of Greater Boston Legal Services)***

60 Gore Street, Suite 203, Cambridge, MA 02141  
 Phone: (617) 603-2700  
 Fax: (617) 494-8222  
<http://www.gbls.org>

**Service Area (for nonelders, i.e., under 60 years old):** Arlington, Belmont, Cambridge, Somerville, Winchester, Woburn.

**Service Area (for elders, i.e., 60 and over):** Cambridge and Somerville only.

**Languages of Advocates other than English:** Spanish

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish

**Cases Handled** (nonelders; under 60 years old):

**Government Benefits:** SSI and SSDI denials at ALJ stage; SSI/SSDI terminations; denials, terminations, and issues relating to state benefits (TAFDC, child care, education and training, SNAP, MassHealth, EAEDC, and EA shelter benefits).

**Housing:** Eviction cases at the Notice to Quit stage and Summons and Complaint stages and (if public housing) at grievance stage. Tenant group issues. Denial of admissions to public housing, Section 8 or other subsidized housing. Section 8 terminations.

**Mental Health and Disability Rights:** Considers cases where a mentally ill and/or disabled client believes his or 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; advocacy for Children's Behavioral Health Initiative (a.k.a. "Rosie D.") mental health services, and special education cases for children with psychiatric disabilities.

**CASLS ELDER Unit Service Area (age 60 and above):** Cambridge and Somerville only.

**ELDER Cases Handled:** Government benefits; access to health care and mental health services; housing (tenants only), including evictions (only subsidized housing), denials of admission to public, Section 8, and other subsidized housing, and Section 8 terminations; nursing home residents' rights. Guardianship defense; protective service issues. Limited advice on consumer issues.

**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 Aid, Inc. and Central-West Justice Center***

Central Mass.: 1-800-649-3718

TDD: (508) 755-3260

Online Application: <http://www.communitylegal.org>

Intake Hours: Mon., Tues., Thurs., Fri. 9:30 a.m. to 12:15 p.m.; Wed. 1:30 p.m. to 4:15 p.m.

**Worcester Office:** 405 Main Street, 4th Floor, Worcester, MA 01608. (508) 752-3718

**Springfield Office:** One Monarch Place, Springfield, MA. (413) 781-7814

**Northampton Office:** 20 Hampton Avenue, Suite 100, Northampton, MA 01060. (413) 584-4034

**Pittsfield Office:** 152 North Street, Suite E-155, Pittsfield, MA 01201. (413) 499-1950

**Service Area:** Central and Western Massachusetts.

**Languages of Advocates other than English:** Spanish; French; Urdu; Hindi; Korean; Russian.

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish and Portuguese

**Cases Handled** (nonelders; under 60 years old):

**Family:** Divorces, custody, visitation, and child support issues for custodial and noncustodial 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 for residents of Worcester or Hampden County, through which the

agency will provide representation if no issues of custody, visitation, property division or alimony.

**Housing:** Eviction defense, foreclosure defense, housing discrimination (in Worcester County), denial or termination of subsidies, emergency homeless shelter, affirmative conditions claims.

**Public Benefits/Medicare Advocacy:** Limited TAFDC, EAEDC, food stamps, MassHealth, Commonwealth Care, Social Security, Disability and SSI, Medicare and Unemployment cases.

**Immigration:** Humanitarian-based relief, including VAWA petitions for victims of domestic violence, U visas for victims of crime, SIJS petitions for abandoned/neglected minors, and some asylum cases.

**Veteran:** Federal and State benefits; Service Upgrade and Service Classification

### **CORI and Expungement**

**Migrant Farmworkers:** (This is statewide project; any migrant worker experience issuing with immigration, housing benefits, wage and hours, working conditions, family law can be referred).

**ELDER 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, Health-care proxies and Power of Attorneys

### ***Community Legal Services and Counseling Center (CLASCC)***

47 Thorndike Street, Suite SB-LL-1, Cambridge, MA 02141

Phone: (617) 661-1010

Fax: (617) 661-3289

<http://www.clascc.org>

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

**Languages of Advocates other than English:** Spanish (2 Attorneys, 1 Paralegal).

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish (1 Office Manager, 1 Intake Worker)

**Cases Handled:**

**Housing (limited to Cambridge residents ONLY):** All housing issues.

**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:** Services available Statewide. Special Immigrant Juveniles (SIJ) Unit is open for both the immigration and probate process to juveniles under the age of 16. If juveniles are over 16, the probate process must already be taken care of; otherwise, they will be referred elsewhere.

**Family Law:** Our intake services are limited to cases involving domestic violence.

Intake calls are done on Mondays only.

\*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; 1 (800) 872-9992  
Northampton: (413) 584 6337; 1-800-222-5619  
E-mail: mail@dlc-ma.org  
<http://www.dlc-ma.org>

**Intake Hours:** Mon., Tues., Thurs., and Fri. 9:00 a.m. to 5:00 p.m.

Intake is by telephone through the Boston office.

**Service Area:** Statewide.

**Housing Cases Eligibility:** United Way of Massachusetts Bay and Merrimack Valley Service Area

**Languages of Advocates other than English:** Russian (1 Attorney); Spanish (1 Attorney, 1 Intake Specialist); Portuguese (2 Intake Specialists).

**Languages of Additional Staff who regularly assist clients in languages other than English:** French and Spanish (1 Support Staff).

### **General information about services:**

DLC's Core Function is to keep people with disabilities safe from abuse and neglect wherever they live and where they receive services. DLC does most of this work by monitoring for abuse and neglect and investigating allegations of abuse and neglect as well as other systemic initiatives.

All services are free. There are no Massachusetts eligibility limits for services, but income may be a factor in case acceptance if capacity is limited.

DLC provides information and referral, advice, short-term assistance and training so that we can use our limited resources by providing people with disabilities and their advocates with the tools they need for self-advocacy. DLC also takes some cases for legal representation. Below is the list of types of cases DLC will take for individual representation:

### **Abuse and Neglect Cases**

DLC will accept allegations or complaints of abuse and/or neglect for possible representation, investigation, or monitoring. Individuals with disabilities who have

allegations or complaints of abuse and neglect should be referred to DLC.

### **Human Rights Cases**

DLC will accept individual cases involving abuse and neglect, serious and systemic violations of human rights of individuals with mental health disabilities residing in facilities and individuals with developmental disabilities.

DLC will evaluate cases for systemic litigation when an individual who is Deaf or Hard of Hearing encounters barriers related to communication access when interacting with law enforcement.

### **Education Cases**

DLC will accept a limited number of cases for short-term assistance for parents of students with disabilities who have been excluded from school for reasons related to their disabilities for more than 10 days.

DLC will accept a limited number of cases where students with disabilities are current beneficiaries of SSI/SSDI and need an accommodation in their college academic environment.

### **SSI/SSDI Cases**

DLC will provide information, advice, and referral to individuals who have received a notice of a work-related overpayment from Social Security Administration so they may become self-advocates and avoid future overpayment issues.

DLC will accept a limited number of cases to provide limited advice and self-advocacy assistance for individuals who are current beneficiaries of SSI/SSDI and are experiencing discrimination based on their disability.

### **Housing Cases**

DLC will focus on housing cases that meet the criteria required by our funding provider, the United Way of Mass Bay and Merrimack Valley service area. Cases DLC accepts will involve issues that will result in an individual or family retaining the housing or housing subsidy they have.

- Requests and denial of Reasonable Accommodations
- Evictions for reasons primarily disability-related
- Subsidy terminations for reasons primarily disability-related
- Stay of execution of eviction when appropriate

DLC does not handle post-judgment eviction cases.

### **Health-Care Cases**

DLC will evaluate cases of individuals who are Deaf and Hard of Hearing who are denied access to effective communication in health care settings for systemic litigation

### **Community Legal Aid for Victims of Crimes Cases**



DLC has a new project focused on representation of individuals with disabilities who are victims of a crime when the issue they need help with is directly related to the crime they experienced. Individuals with disabilities who are a victim of a crime should call DLC to see if we have the capacity to provide legal assistance.

Based on capacity, DLC will accept cases for representation and/or information or referral if the issue is related to the crime the individual has experienced. Issues DLC will focus on include but are not limited to

- Housing
- Employment
- Public Accommodations
- Health Care
- Community Inclusion

### ***Eastern Region Legal Intake (ERLI)***

#### **A Project of the Volunteer Lawyers Project**

ERLI Address: 197 Friend Street, 9th Floor, Boston, MA 02114

Phone: (617) 603-1700

Toll Free: (800) 342-LAWS (5297)

<http://www.vlpnet.org>

Intake hours are Mon. through Fri. 9:00 a.m. to 12:00 p.m.

ERLI is a project of the Volunteer Lawyers Project and provides a free legal intake line for low-income individuals seeking legal intake, information, advice and referrals.

ERLI handles intake for Greater Boston Legal Services, the Volunteer Lawyers Project and limited intake for Metro West Legal Services and Community Legal Services and Counseling Center.

ERLI's service area includes the service areas of the Volunteer Lawyers Project, Metro West Legal Services, and Greater Boston Legal Services. Note that the service areas for nonelder clients (under the age of 60) and elder clients (60 years of age and older) may be different. (as shown below).

Callers must provide essential information about themselves such as contact information (name, date of birth, address), household size and income, amount of financial assets and immigration status in order to be screened for legal services. Callers who are not eligible for direct representation with an Eastern Region legal services program are provided legal information and/or referrals.

ERLI also screens client for eligibility for the Volunteer Lawyers Project court based clinics and ERLI's advice panels. Information about the court based clinics and advice panels can be found at <http://www.vlpnet.org>.

ERLI operates the Massachusetts Senior Legal Helpline. See full entry in the Elder Section on page 33.

**Area(s) Served:**

City: Acton, Allston, Arlington, Ashby, Ashland, Auburndale, Bedford, Bellingham, Belmont, Billerica, Boston, Braintree, Brighton, Brookline, Cambridge, Canton, Carlisle, Chelsea, Chestnut Hill, Cohasset, Concord, Dedham, Dorchester, Dover, East Arlington, East Boston, East Cambridge, East Watertown, East Weymouth, Everett, Foxborough, Framingham, Franklin, Grove Hall, Hingham, Holbrook, Holliston, Hopkinton, Hudson, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Marlborough, Maynard, Medfield, Medford, Medway, Melrose, Millis, Milton, Mission Hill, Natick, Needham, Newton, Newton Highlands, Newtonville, Nonantum, Norfolk, North Cambridge, Norwell, Norwood, Plainville, Quincy, Randolph, Revere, Roslindale, Roxbury, Roxbury Crossing, South Boston, Scituate, Sharon, Sherborn, Somerville, South Walpole, South Weymouth, Stoneham, Stow, Sudbury, Waban, Wakefield, Walpole, Waltham, Watertown, Wayland, Wellesley, West Roxbury, Weston, Westwood, Weymouth, Winchester, Winthrop, Woburn, Wrentham.

**Elder Services Area(s):** Statewide

### ***Greater Boston Legal Services (GBLS)***

197 Friend Street, Boston, MA 02114

Phone: (617) 371-1234

Toll Free: (800) 323-3205

TTY: (617) 371-1228

Fax: (617) 371-1222

**Service Area** (see different service area for housing and family law cases listed below): 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.

**Service area for Housing Cases:** Boston, Braintree, Brookline, Canton, Chelsea, Cohasset, Everett, Hingham, Holbrook, Hull, Malden, Medford, Melrose, Milton, Norwell, Quincy, Randolph, Revere, Scituate, Stoneham, Wakefield, Weymouth, Winthrop.

(GBLS will review housing cases from Newton, Waltham or Watertown if Boston College Legal Services LAB is closed.)

**Service area for Family Law Cases:** 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

### **GBLS ASIAN OUTREACH PROJECT (AOP)**

Serves Asian immigrant clients with linguistic and/or cultural barriers.

**Languages of Advocates other than English:** Chinese – Cantonese and Mandarin (2 Attorneys, 0.6 Paralegal); Vietnamese (1 Paralegal). Interpreters will be provided free of charge to clients in any language.

#### **Areas Served:**

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

**Family:** Abuse prevention, divorce (wait list for nonemergency matters).

**Immigration:** All areas

**Housing:** Eviction, priority to groups of tenants who share a legal issue

#### **AOP Clinics:**

##### **For Cantonese speakers:**

Mondays, 1:30–4:30 p.m.

Chinese Progressive Association, 28 Ash St., Boston, MA 02111

(617) 357-4499

##### **For Vietnamese speakers:**

Tuesdays, 2:00–4:00 p.m.

VietAID, 42 Charles St., Suite E, Boston, MA 02122

(617) 822-3731

##### **For Mandarin speakers:**

Tuesdays, 10:00 a.m.–noon

South Cove Community Health Center, 885

Washington St., Boston, MA 02111

(617) 482-7555

### **GBLS ELDER, HEALTH AND DISABILITY LAW UNIT**

**(Includes the former Greater Boston Elderly Legal Services)**

#### **Elder Law:**

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

**Languages of Advocates other than English:** Haitian Creole (1 Paralegal); Spanish (1 Attorney, 2 Paralegals)

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish (1 Secretary). Interpreters will be provided free of charge to clients in any language.

**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, North 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 (non-Boston residents ONLY; Boston elders should contact GBLS housing unit):** Evictions only from public/subsidized housing; public/subsidized housing issues.

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

**Nursing Home issues. Health care access and Medicaid.**

#### **Elder Abuse:**

Elder Financial Exploitation—any elder who alleges that they have been financially exploited, taken advantage of, or scammed by a family member, friend, power of attorney or other type of fiduciary, stranger, or any other entity.

Other Types of Elder Abuse—any type of case involving allegations of elder abuse including physical abuse, verbal abuse, mental or emotional abuse, caretaker abuse or neglect, and self-neglect. (Self-neglect is a term used to describe situations in which elders are neglecting their physical and/or emotional wellbeing and this failure puts them at risk of serious harm)

#### **Health Law:**

**Languages of Advocates other than English:** Spanish (2 Attorneys, 2 Senior Paralegals); Haitian Creole (1 Senior Paralegal); Portuguese (1 Senior Paralegal); French (1 Attorney); Malayalam (1 Attorney).

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish (1 Secretary); Haitian Creole (1 Senior Paralegal); Portuguese (1 Senior Paralegal). Interpreters will be provided free of charge to clients in any language.

#### **Cases Handled:**

The GBLS Health Unit will take SSI/SSDI disability cases at the ALJ stage or higher. They will also accept health access–related cases, including Commonwealth Care, the Health Safety Net (formerly free care), and Medicare (see Medicare Advocacy Project listed below). SSI and SSI/SSDI termination problems only if termination is due to SSA claiming caller has medically improved. Will handle very limited number of “fleeing felon” cases. \*\*WILL NOT HANDLE: Cases at initial or reconsideration stage; SSI/SSDI overpayment cases; SSI financial issues; SSA paternity related issues; Representative Payee issues; private short term or long term disability (LTD) insurance claims. Also will not take cases that have been denied at the Administrative Law Judge or Appeals Council stage, and client was represented.\*\*

**Health Care Access:** Advice, counsel and full representation in access to public health insurance programs such as MassHealth, including

CommonHealth, CMSP, the Health Safety Net (formerly hospital uncompensated care or free care); MA health reform act programs such as Commonwealth Care (in addition to usual referrals re: eligibility denials and terminations. Access to public health insurance programs includes eligibility denials or terminations; denials of prior approval for services, or another problem with accessing services.

### **GBLS CHILDREN'S DISABILITY PROJECT (CDP)**

The Children's Disability Project (CDP) provides advocacy for children under age 18, who have been wrongfully denied Supplemental Security Income (SSI) benefits. CDP will review cases at all levels of administrative appeals and Federal Court. CDP provides limited advice to parents on their rights to Special Education for their children.

NOTE: CDP will perform a comprehensive merit assessment of each case before deciding on legal representation. Assessment will include a review of all pertinent records including: treating sources (medical records), school, day-care providers, counselors and other professionals who may have information about the child's level of functioning.

### **GBLS School to Prison Pipeline Intervention Project**

**School Discipline cases:** any Boston Public School (BPS) student who has been served with notice of a threatened suspension or expulsion.

### **Children's Behavioral Health Initiative (CBHI)**

**cases:** Boston families/children who either currently have MassHealth-funded CBHI services (home-based mental health services and supports) and need advocacy related to those services, or who want CBHI services but are having difficulty accessing them.

**Special Education cases:** BPS students who need special education advocacy and either:

•Have an emotional or behavioral disability OR Fit into one of the following categories:

- Department of Youth Services-involved
- Department of Children and Families-involved
- Homeless
- Suspended or expelled within the last year
- Are attending an alternative education school or have an IEP placement in a therapeutic school.

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

Located at GBLS: (800) 323-3205 or through ERLI: (617) 603-1700

**Service Area:** Commonwealth of Massachusetts (except for areas served by Community Legal Aid (including Worcester, Holyoke, Springfield) and SCCLS (including Brockton, Fall River, Hyannis).

**Eligibility:** No income guidelines. Caller must be Medicare eligible.

### **Cases Handled:**

Assists elders and person with disabilities with Medicare and Medicare related matters. Provides advice, referral, brief service, and full representation as appropriate in following types of cases:

Wrongful denial of coverage of benefits and services to which caller is entitled:

**Medicare Part A:** hospital stays, observation vs. admissions, premature discharges, hospital stays, skilled nursing facility stays, hospice care, home health care.

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

**Part B enrollment problems:** Part B premium penalties for late enrollment; delayed onset date

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

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

enrollment, low-income subsidy eligibility aka Extra Help; penalties for late enrollment; medication denials; transition from MassHealth to Part D

**Other:** Prescription Advantage issues; MassHealth Buy-In; Senior Buy-In.; termination of coverage due to lack of improvement

### **GBLS EMPLOYMENT LAW UNIT**

**Languages of Advocates other than English:** Spanish (4 Attorneys and 1 Paralegal); Portuguese (1 Attorney); French, German (1 Attorney); Haitian Creole (1 Administrative Assistant). Interpreters will be provided free of charge to clients in any language.

**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. domestic workers; OR
- g. client is encountering barriers to employment or other opportunities because of CORI.

### **Cases Handled:**

#### **Unemployment Cases:**

Will handle all Unemployment Insurance benefits appeals at any stage if application denied or employer appeals initial grant of benefits. Will handle all issues

pertaining to access problems due to the unemployment agency's UI Online program, access to extended UI benefits to participate in training, and UI overpayments and attempts to get waivers of overpayments. Due to reduced resources, some cases will be "advice only."

**Domestic workers:** Unit will review cases for domestic workers (nannies, housekeepers, care givers of people with disabilities and the elderly) with unemployment, wage and hour, or tax issues. (Closed for discrimination, labor trafficking, and immigration cases.)

**Access to Training:** Will handle cases for clients attempting to secure job training and extended unemployment benefits through the unemployment system, the trade adjustment act, or through the one-stop career centers. Representation of Community-Based Organizations: Will handle employment related advocacy issues and provide workers' rights training, and assist with administrative or legislative advocacy.

**Wage and Hour Cases:** For immigrants with limited English proficiency, wage and hour issues where the amount owed is \$1,000 or more.

**The GBLs Low Income Taxpayer Clinic (LITC):** This project provides free tax assistance and representation (but not routine tax return preparation) to low income taxpayers. Priorities are immigrant families with any tax controversy (frozen/delayed refunds; audits; collections; ITINs needed or denied); workers with bank or wage levies; and disabled persons. People in need of representation who do not fit these priorities should be referred to the Bentley LITC, VLP, or the Taxpayer Advocate: federal (877) 777-4778; and Massachusetts, Dennis Buckley (617) 626-3235.

### CORI AND RE-ENTRY PROJECT

The project will accept record sealing cases, particularly those involving young people ages 16 to 24 from Boston or kicked out of BHA housing; Appeal of CORI sealing petitions denied by a judge; people denied the right to seal cases or those whose cases were legally dismissed before an arraignment but have a CORI in error; cases where a judge has ordered sealing but the Commissioner of Probation will not seal or expunge the record as ordered. Job application issues where CORI information is requested; people denied employment opportunities including licensure issues due to a CORI record.

Note: People with cases to seal in the Dorchester Division of the BMC can get help at the Dorchester Courthouse CORI clinic from GBLs on the 2nd and 4th Wednesdays of the month from 9:00 am to noon. The BMC Roxbury Courthouse CORI Sealing Clinic is on the 3rd Thursday of each month from 9:00 am to noon. Clients must live in Boston or have some cases to seal in a Boston area court to use these clinics. Advice, limited representation or full representation provided.

### GBLS FAMILY LAW UNIT

**Languages of Advocates/Staff other than English:** Spanish (4 Attorneys, 2 Paralegals, 1 Secretary) Gujarati and Hindi (1 Attorney), Vietnamese (1 Attorney). Interpreters will be provided free of charge to clients in any language.

#### Case priority types:

Contested matters in Probate and Family Court involving children: custody, divorce, paternity, contempt and modification of custody orders;

Appeals of denials of 209A restraining orders or issuance of mutual restraining orders or restraining order issued against victim by District Court or Probate and Family Court.

#### Client type priority:

Custodial parent experiencing or has experienced domestic violence/coercive control or other safety concerns caused by the opposing party.

Non-custodial parent cases limited to those where opposing party/abuser has obtained custody within the last 30 days under false pretenses or in violation of existing court orders.

Full and Limited Assistance Representation (LAR) available.

#### Other Services Available:

**Divorce Wait List:** Divorce cases may be assigned to a wait list depending on the circumstances of the individual case. Cases include those clients with children who are victims of domestic abuse by the opposing party where OP is parts unknown or client does not need immediate service.

#### Suffolk and Middlesex Counties Probate and Family Courts Domestic Violence Projects:

**Suffolk County hours:** Tuesday, Wednesday, Thursday 9:00 a.m.–3:00 p.m.

**Middlesex County hours:** Monday, Thursday, and Fridays from 9:00 a.m.–1:00 p.m.

**Relocation Counseling Project:** Provides telephone counsel and advice and limited representation for victims of domestic violence and other crimes of violence regarding legal rights and responsibilities attendant to relocating to obtain safety. This project does NOT provide funding for actual moving costs.

\*\*Does not handle: DCF cases, guardianship of minors, cases where only issue is child support, modification cases where only issue is visitation unless domestic violence/safety is at the nexus of the request for modification.\*\*

### GBLS HOUSING UNIT

**Service Area for Housing Cases:** Boston, Braintree, Brookline, Canton, Chelsea, Cohasset, Everett, Hingham, Holbrook, Hull, Malden, Medford, Melrose,

Milton, Norwell, Quincy, Randolph, Revere, Scituate, Stoneham, Wakefield, Weymouth, Winthrop.

(Housing cases from Newton, Waltham, or Watertown will be reviewed if Boston College Legal Services LAB is closed.)

#### **Cases Handled:**

**Evictions:** Pro Se Clinic: Mondays at 9:30 a.m. by appointment, walk-ins permitted if space allows. Clinic provides overview and assistance in filing paperwork in response to eviction hearings. Also individual representation and advice in eviction matters.

**Public/subsidized housing issues:** GBLS Housing unit will take Section 8 terminations where the client has exhausted their administrative appeals and is within 30–60 days of the decision. Limited representation in obtaining subsidy or admission to public housing or if is having problems with a subsidy. 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**

**GBLS Immigration Unit will handle political asylum cases:** cases involving domestic violence, sexual assault and other crimes; and unaccompanied minors. Telephone Intake messages can be left requesting callbacks at 617-603-1808 and calls will be returned as time permits.

**Languages of Advocates other than English:** Spanish (2 Attorneys, 1 Paralegal); French (1 Attorney); Portuguese (1 Attorney); Haitian Creole (1 Paralegal).

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish (1 Intake Paralegal, 1 Secretary); Haitian Creole (1 Secretary/Paralegal); French (1 Volunteer Attorney).

#### **GBLS WELFARE LAW UNIT**

**Languages of advocates fluent in languages other than English:** Spanish (1 Attorney); Portuguese (1 Attorney); Cape Verdean Creole (1 Paralegal). WLU uses interpreters for other languages and for these languages as needed.

**Cases handled:** Will handle denials of benefits, terminations or other issues with TAFDC, Child Care, EAEDC, and Food Stamp (SNAP) cases. (Neither DTA nor TAFDC need be involved in child care benefits cases.)

**Cases not handled:** (1) Child care cases in which the client's problem is having to wait on the child care wait list; (2) Food Stamp cases involving questioning or disputing the amount of benefits, unless the benefits are for a family with minor children; (3) cases involving the Bureau of Special Investigation (BSI).

#### **Civil Legal Aid for Victims of Crime (CLAVC)**

**Project:** General area of practice for any crime victim who has suffered physical, sexual, financial, or emotional harm as a result of the commission of a crime. There must be a nexus between the crime and the client's civil legal need.

#### **GBLS CONSUMER RIGHTS UNIT**

GBLS Consumer Rights Unit accepts certain preforeclosure and postforeclosure eviction cases that meet the following criteria:

##### **Preforeclosure**

Ability to stop foreclosure and homeowner can possibly get modification or other ways to stay in home

Clear violation of foreclosure statutes or power of sale

Bankruptcy an option

##### **Postforeclosure**

Section 8 tenants a priority

People have sufficient income for use and occupancy, want to move, and have potential for alternative housing

People with disabilities, elders, history of domestic violence, minor children and need additional time to move

Good legal claims

**Consumer Rights Legal Clinic:** CRU hold periodic evening clinics. Contact the office for up-to-date details. Volunteer attorneys will provide free legal advice on issues such as debt collection, credit reports, scams, bankruptcy, foreclosures, and lending discrimination.

**Small Claims Clinics:** GBLS represents low-income debtors in small claims court on a limited assistance basis at the following locations:

Roxbury Municipal Court on Wednesdays at 2:00p.m.

Chelsea District Court on Fridays at 9:00 a.m.

Additional clinics are held by the Volunteer Lawyers Project.

#### **Harvard Legal Aid Bureau (HLAB)**

23 Everett Street, First Floor, Cambridge, MA 02138

Phone: (617) 495-4408

Fax: (617) 496-2687

<http://www.harvardlegalaid.org>

##### **Service Area:**

Family Law, Government Benefits, and Wage & Hour Cases: Acton, Arlington, Ashby, Ashland, Ayer, Bedford, Belmont, Billerica, Boston (Allston, Brighton, Charlestown, Dorchester, Hyde Park, Jamaica Plain, Mattapan, Roslindale, Roxbury, West Roxbury), Boxborough, Burlington, Cambridge, Carlisle, Chelmsford, Chelsea, Concord, Dracut, Dunstable, Everett, Framingham, Groton, Holliston, Hopkinton,

Hudson, Lexington, Lincoln, Littleton, Lowell, Malden, Marlborough, Maynard, Medford, Melrose, Natick, Newton, North Reading, Pepperell, Revere, Somerville, Tewksbury, Townsend, Tyngsborough, Wakefield, Waltham, Watertown, Wayland, Westford, W. Townsend, Weston, Wilmington, Winchester, Winthrop, and Woburn.

**Housing Cases:** Boston (Allston, Brighton, Charlestown, Dorchester, East Boston, Hyde Park, Jamaica Plain, Mattapan, Roslindale, Roxbury, South Boston, South End, West Roxbury), Cambridge, and Somerville.

**Cases Handled:**

**Family Law:** (note different service area) Divorce, 209A issues, child support, custody, contempt, etc. Priority for custodial parents and cases involving domestic violence, restraining order against opposing party or kidnapping/threat to kidnap.

**Housing:** (note different service area) Evictions—private, public or subsidized housing at Notice to Quit or Summons and Complaint Stage. Section 8 voucher terminations at court appeal stage only.

**Government Benefits:** (note different service area) SSI/SSDI—ALJ stage, no overpayments. Unemployment benefits—DUA hearings at the Boston office only.

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

**Special Immigrant Juvenile Status (SIJS):** Represents juveniles seeking special immigrant juvenile status in family court. This practice area is open to referrals from partners only.

**Harvard Transactional Law Clinics**

6 Everett Street, Suite 103, Cambridge, MA 02138  
Phone: (617) 998-0101  
Fax: (617) 998-0146  
<http://www.harvardtlc.org>

**Service Area:** Boston Metropolitan Area.

**Eligibility & Fees:** No income guidelines. Fees are based upon clients' ability to pay. In most cases, below-market rates are set on a flat-fee basis. Free services are available to those who qualify.

**Program Description:** Provides legal services to individuals and organizations for business, non-profit, real estate and entertainment transactions. Provides legal services to small businesses and entrepreneurs, homeowners, community development corporations, artists, producers, non-profit organizations as well as various community and economic development organizations and social service providers.

**Cases Handled:**

**Small Business & Non-Profit Organizations:** business formations; contract preparation and review; business permits; licensing; financing; customer and contractor agreements; trademarks; employee and confidentiality agreements; business sales and acquisitions; partnership and shareholder agreements; corporate governance and compliance reviews; applications for tax-exempt status and with regulatory compliance for non-profit organizations.

**Real Estate:** Residential and commercial purchases, sales and leasing; residential and commercial development; condominium conversion; affordable housing and community revitalization; zoning.

**Music, Arts and Entertainment:** Artist and company representation; copyright and trademark registration; contract drafting and negotiations; rights releases and licensing; music, visual and literary arts counseling.

**Jewish Family & Children's Services—Bet Tzedek Legal Services (JFCS)**

1430 Main Street (Rte. 117), Waltham, MA 02451  
Intake Line: (781) 693-1333  
<http://www.jfcsboston.org>

**Eligibility:** Provides information and referrals to pro bono attorneys for clients below 200 percent of the Federal Poverty Level and limited assets.

**Service Area:** Greater Boston.

**Languages of Staff who regularly assist Clients in languages other than English:** Russian.

**Cases Considered:** Bet Tzedek has limited ability to provide information regarding and referrals to pro bono attorneys in the areas of Elder Law, Consumer Law, Bankruptcy, Housing and Family Law (postdivorce modifications or discrete issues). Extremely time-sensitive matters cannot be considered for referrals to pro bono attorneys. JF&CS Bet Tzedek can access the many resources of the agency and refer callers to additional programs including the Hunger and Nutrition program, Journey to Safety (domestic abuse) program, Disabilities Resource Network, Senior Services and more.

**Legal Services Center of Harvard Law School**

122 Boylston Street, Jamaica Plain, MA02130  
<http://www.legalservicescenter.org>  
Phone: (617) 522-3003  
Fax: (617) 522-0715

**Intake Line:** 617-390-2525

**Intake Hours:** Varies by practice area—call for schedule.

**Service Area:** Greater Boston

**Languages of Advocates other than English:** Spanish, Hebrew, Russian, German, Portuguese

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish (1 Interpreter/Receptionist, 1 Case and Business Manager)

**Case Types Handled:**

**Consumer Law:** Consumer debt collection defense, bankruptcy. For student debt, see below.

**Family Law:** The Family and Domestic Violence unit prioritizes domestic violence victims and survivors, especially with issues pertaining to financial security. Clients are referred to the clinic through referral partners only.

**Federal Tax Clinic:** Audit reconsiderations, Offers in Compromise, Installment Agreements, IRS Liens and Garnishments, Innocent Spouse Claims, Dependency Exemptions, Child Tax Credit, Earned Income Credit, Tax Court, and more. Intake Line: 617-390-1729

**Government Benefits:** SSI and Social Security, SNAP/Food Stamps

**Housing:** For eviction cases due to foreclosure.

**Student Loans:** Federal, private, and institutional debt, with a focus on for-profit Colleges. Intake hotline: 617-390-2669

**Veterans and Family Members of Veterans:** Federal veterans benefits appeals (e.g. service-connected disability, pension, dependency and indemnity compensation (DIC), etc.), Massachusetts veterans' services benefits (Ch. 115), discharge upgrades/correction of military records, LGBT veterans rights, estate planning, estate administration, guardianship, conservatorship, access to other public benefit programs, access to healthcare, student loan debt, tax/IRS issues, and certain other civil matters.

**Mental Health Legal Advisors Committee**

24 School Street, 8th Floor, Boston, MA 02108  
Phone: (617) 338-2345, Press 4 "for legal help"  
Toll Free Line: (800) 342-9092  
Fax: (617) 338-2347  
<http://www.mhlac.org>

**Intake hours:** Voicemail system accepts messages 24/7. Intakes are conducted by phone, during regular business hours. Unable to accept walk-ins.

**Services Provided:** Primarily provides information, pro se advice, materials and referrals on an array of legal areas. Income limits may apply.

**Language of Advocates other than English:** Spanish, Hindi

**Service Area:** Statewide

**Cases Handled:** MHLAC may provide representation to people who have legal concerns in the following areas; where there is some reason to believe that they have a mental health condition:

**Mental Health Services**

DMH Eligibility Denials

Denial or termination of DMH's Community Based Flex Supports (CBFS) services.

Denial or termination of MassHealth's Children's Behavioral Health Initiative (CBHI) services.

**Education**

Denial of appropriate educational services to youth under 22 years old confined in a DYS or DMH run facility, county jail, or prison.

Exclusion from school as a result of school disciplinary action or arrest, including the failure to provide adequate alternative education.

Discrimination in public schools due to mental health, including failure to provide adequate curriculum and services.

Restraint and seclusion.

**Employment / Insurance**

Discrimination in employment or workplace benefits  
Private Disability Insurance (Income Replacement)—  
Denial or termination from short or long-term disability, where the disability is based on a mental condition.

Health Insurance-denial of coverage for mental health services or out-of-network providers.

**Family Law**

Custody of or parenting time with their children.

Termination or denial of DCF services.

Jail and Bridgewater State Hospital

Denial of mental health care.

Restraint and seclusion.

**Medical Treatment Discrimination**

Dismissal of physical health concerns by a health provider because of a person's psychiatric history.

Allegations of improper disclosure of confidential mental health treatment information.

**Mental Health Facilities & Emergency Room.**

Allegations of mistreatment and rights violations in hospital emergency rooms or mental health facilities.

Restraint and seclusion.

**Residential:**

Eviction or threat of eviction from DMH group home (supported housing) settings.

Restraint and seclusion.

**MHLAC PROJECTS**

Clubhouse Family Legal Support Project: (see domestic relations priorities as listed above) with preference for clients involved with a clubhouse and/or DMH services. Call MHLAC Intake Line to do intake for this collaborative project.

DYS Project: Representation on civil matters to youth adjudicated delinquent and involved with DYS including both confined youth and youth residing in the community, particularly education, and mental health issues.

### **Metro West Legal Services**

63 Fountain Street, Suite 304, Framingham, MA 01702  
Phone: (508) 620-1830  
Toll Free: (800) 696-1501  
Fax: (508)-620-2323  
<http://www.mwlegal.org>

**Service Area:** Acton, Ashland, Bedford, Bellingham, 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:** Full-representation or advice on divorce and custody cases for victim/survivors of domestic violence. Advice for Plaintiffs in 209A cases.

**Government Benefits:** Will handle welfare cases (TAFDC, EAEDC, SNAP), SSI, unemployment, SSDI and Mass Health cases.

**Housing:** Cases involving public housing evictions, tenant based or project based subsidies with court date or Notice to Quit, Section 8 terminations, and mortgage foreclosures. For private housing (moved tenant based subsidy) cases at the Summons and Complaint stage, continue to refer to MWLS pro se Housing clinic regardless of court.

**Special Education:** Will handle cases involving special education for children, such as IEP issues, 504 planning and civil rights matters. Will also accept discipline cases for children not involved in special education.

**Immigration:** Includes Worcester County. Will assist immigrant victims of domestic violence with their immigration matters including VAWA self-petitions, U Visa Petitions, T Visa Petitions, Special Immigrant Juvenile Status, and asylum applications.

**PBI:** Maintains pro bono panel for: divorce; wills, powers of attorney and health care proxies; bankruptcies and CORI Sealing.

**ELDER Project Service Area:** Ashland, Belmont, Brookline, Canton, Dedham, Dover, Foxborough, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Medfield, Millis, Natick, Needham, Newton, Norfolk, Northborough, Norwood, Plainville, Sharon, Sherborn, Southborough, Sudbury, Waltham, Walpole, Watertown, Wayland, Wellesley, Westborough, Weston, Westwood, Wrentham

**ELDER Cases Handled:** Government benefits, SSI/SSDI, health benefits, nursing home issues, bankruptcies, wills, divorces, health care proxies (HCP), power of attorney (POA), and unemployment.

### **New England Law | Boston—Clinic Law Offices**

Phone: (617) 422-7380  
Fax: (617) 422-7385

**Service Area:** Middlesex and Suffolk County

#### **Cases Handled:**

**Domestic Relations:** Child support, custody and visitation (even if parents never married), contempt, and modifications.

**Family Law:** Divorce (only with children in the marriage).

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

**Cases NOT handled:** Consumer, Housing and DCF cases.

### **Northeast Legal Aid**

**Lowell Office:** 35 John Street, Suite 302, Lowell, MA 01852-1101  
Fax: (978) 458-3481

**Lynn Office:** 181 Union Street, Suite 201, Lynn MA 01901  
Fax: (781) 595-2022

**Lawrence Office:** 50 Island Street, Suite 203, Lawrence, MA 01840-1507  
Fax: (978) 685-2933

**Telephone for all three offices:** (978) 458-1465 Toll Free: (800) 336-2262

<http://www.northeastlegalaid.org>

**Service Area:** Amesbury, Andover, Ashby, Ayer, Beverly, Billerica, Boxborough, Boxford, Burlington, Byfield, Chelmsford, Danvers, Dracut, Dunstable, Essex, Georgetown, Gloucester, Groton, Groveland, Hamilton, Haverhill, Ipswich, Lawrence, Littleton, Lowell, Lynn, Lynnfield, Manchester-by-the-Sea, 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, West Newbury, Westford, and Wilmington.

#### **Languages of Advocates other than English:**

Spanish, French, Khmer, Polish, Portuguese

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish, French.

**Consumer Law:** Bankruptcy (simple chapter 7 nonemergency), Debt Collection Defense (with



postjudgment small claims cases, will have a payment review date with the court)

**Domestic relations:** Representation of custodial parent who has been a victim of domestic violence in a wide range of family law matters; 209A cases that will be heard in Lowell District Court; and: Family Law Helpline (serves people in need of family law services who don't fit within any of the other family law projects, services include single issue/question counsel and advice via telephone by PAI). When resources allow, staff will handle guardianship of children in which the caller is at risk of losing the child(ren) and Pro Se Divorce Clinic.

**General-Victims of Crime:** General area of practice for any crime victim who has suffered physical, sexual, financial, or emotional harm as a result of the commission of a crime. There must be a nexus between the crime and the client's civil legal need.

**Government benefits:** SSI, SSDI, EA, TAFDC, UC, MassHealth, SNAP, Veterans Services.

**Housing:** Private/Public/Subsidized housing eviction defense, terminations.

**Immigration:** Immigration Helpline (brief telephone advice regarding immigration issues); Removal Proceedings (services for immigration issues in which removal proceedings have begun and there is a Notice to Appear in Immigration Court); Victims of DV/ Sexual Assault (assistance to victims of DV and/or sexual assault); Unaccompanied Minors (all non-citizen minors seeking immigration assistance).

**Uncontested divorce:** Cases which do not involve domestic violence, parties must have been separated for at least 6 months, and no disputed issue.

**ELDER Unit Cases Handled:** Any of the above cases, nursing home/rest home/assisted living issues, regarding involuntary transfer, discharge or evictions elder abuse, and Public Benefits including Social Security and SSI issues, MassHealth denials and terminations of benefits, and VAWA or U-VISA Petitions

### ***South Coastal Counties Legal Services, Inc. (SCCLS)***

#### **SCCLS Fall River Law Office**

22 Bedford Street, Fall River, MA 02720-3002  
(800) 244-9023

**Intake Hours:** 9:30 a.m. to 1:30 p.m. Mon.–Thurs.

**Service Area:** Acushnet, Attleboro, Berkley, Dartmouth, Dighton, Fairhaven, Fall River, Freetown, Mansfield, Mattapoisett, New Bedford, N. Attleboro, Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton, Westport.

**ELDER Service Area:** Acushnet, Attleboro, Berkley, Dartmouth, Dighton, Fairhaven, Fall River, Freetown, Gosnold, Mansfield, Marion, Mattapoisett, New Bedford, N. Attleboro, Norton, Raynham, Rehoboth, Rochester, Seekonk, Somerset, Swansea, Taunton, Westport.

**Priorities:** Consumer, Education, Elder/Medicare, Family Law/Domestic Violence, Foreclosure, Health/Disability/Mental Health, Housing, Public Benefits (including TAFDC, EA, EAEDC, Food Stamps/SNAP), SSI/SSDI, Unemployment Compensation Benefits.

#### **SCCLS Hyannis Law Office**

460 West Main Street, Hyannis, MA 02601-3653  
Phone: (800) 244-9023

**Intake Hours:** 9:30 a.m. to 1:30 p.m., Mon.–Thurs.

**Area Served:** Aquinnah, Barnstable, Bourne, Brewster, Carver, Chatham, Chilmark, Dennis, Eastham, Edgartown, Falmouth, Gay Head, Gosnold, Halifax, Hanson, Harwich, Hyannis, Kingston, Lakeville, Marion, Marshfield, Marston Mills, Mashpee, Middleboro, Nantucket, Oak Bluffs, Orleans, Pembroke, Plympton, Provincetown, Rochester, Sandwich, Tisbury, Truro, Wareham, Wellfleet, West Tisbury, Yarmouth.

**ELDER Services Area:** Aquinnah, Barnstable, Bourne, Brewster, Chatham, Chilmark, Dennis, Eastham, Edgartown, Falmouth, Gay Head, Harwich, Hyannis, Marston Mills, Mashpee, Nantucket, Oak Bluffs, Orleans, Provincetown, Sandwich, Tisbury, Truro, Wellfleet, West Tisbury, Yarmouth.

**Priorities:** Consumer, Education, Elder/Medicare, Family Law/Domestic Violence, Foreclosure, Health/Disability/Mental Health, Housing, Public Benefits (including TAFDC, EA, EAEDC, Food Stamps/SNAP), SSI/SSDI, Unemployment Compensation Benefits.

### ***Justice Center of Southeastern Massachusetts LLC (Subsidiary of SCCLS)***

231 Main Street, Suite 201, Brockton, MA 02301-4342  
Phone: (800) 244-8393

**Intake Hours:** 9:30 a.m. to 1:30 p.m. Mon.–Thurs.

**Service Area:** Abington, Avon, Bridgewater, Brockton, Duxbury, East Bridgewater, Easton, Hanover, Plymouth, Rockland, Stoughton, West Bridgewater, Whitman.

**ELDER Services Area:** 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.

**Priorities:** Consumer, Education, Elder/Medicare, Family Law/Domestic Violence, Foreclosure, Health/Disability/Mental Health, Housing,

Immigration/Asylum, Immigration, Public Benefits (including TAFDC, EA, EAEDC, Food Stamps/SNAP), SSI/SSDI, Unemployment Compensation Benefits

### **Veterans Legal Services**

Phone: (857) 317-4474

Fax: (844) 621-2797

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

Veterans Legal Services helps homeless and low-income veterans through comprehensive legal services. Intakes are performed through our on-site legal clinics at area shelters and service centers. Legal issues handled are primarily in the following areas: Family Law/Domestic Relations, Landlord/Tenant, Public Housing, CORI/Criminal Records Expungement, Consumer Debt, Public Benefits, State and Federal Veterans' Benefits. Veterans Legal Services does not handle the following: Labor, Dept. of Children & Families Cases, Fee Generating Matters, Criminal Law.

**Services are available through our legal clinics for low-income veterans only. Call the office at 857-317-4474 Monday through Friday, 9am to 5pm, for eligibility screening and to check clinic dates and times**

Bedford Veterans Affairs Medical Center—By appointment only. Approximately every 6 weeks. 200 Springs Road, Building 80, Bedford, MA.

Chelsea Soldiers' Home—Walk-in. Most alternating Mondays, 10:30 a.m., 91 Crest Avenue, Chelsea, MA.

New England Center & Home for Veterans—Walk-in. Most Wednesdays at 6:00 p.m. 17 Court Street (Government Center), Boston, MA.

Norfolk County Veterans Treatment Court—For veterans participating in the Veterans Treatment Court only. Usually the first Tuesday of each month. 631 High Street, Dedham, MA.

Weather Cancellation Policy—Clinics are not held if Boston Public Schools are closed due to weather.

### **Volunteer Lawyers for the Arts, a Program of the Arts & Business Council of Greater Boston**

15 Channel Center Street, Suite 103, Boston, MA 02210

Phone: (617) 350-7600

Fax: (888) 412-7610

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

<http://www.artsandbusinesscouncil.org>

**Service Area:** Statewide

The VLA provides pro bono assistance or referrals for income-eligible artists and arts organizations on all types of civil legal matters and for nonartists with 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

Phone: (617) 423-0648

TTY: (617) 338-6790

<http://www.vlpnet.org>

**Use ERLI's number for Intakes unless otherwise indicated: (617) 603-1700.**

All clients, including elders, must be financially eligible for legal services.

**Service Area:** Acton, Arlington, Ashland, Bedford, Bellingham, Belmont, Boston, Braintree, Brookline, Cambridge, Canton, Carlisle, Chelsea, Cohasset, Concord, Everett, Foxborough, Framingham, Franklin, Hingham, Holbrook, Holliston, Hopkinton, Hudson, Hull, Lexington, Lincoln, Malden, Marlborough, Maynard, Medfield, Medford, Medway, Melrose, Millis, Milton, Natick, Needham, Newton, Norfolk, Norwell, Norwood, Plainville, Quincy, Randolph, Revere, Sharon, Sherborn, Scituate, Somerville, Stoneham, Stow, Sudbury, Walpole, Wakefield, Waltham, Watertown, Wayland, Wellesley, Weston, Westwood, Weymouth, Winchester, Winthrop, Woburn, Wollaston, Wrentham.

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish (2 Support Staff).

#### **Cases Handled:**

**Bankruptcy:** Call ERLI for Intake or go to this link for online intake:

<https://www.clientspace.org/vlplogin.asp>.

VLP holds monthly bankruptcy clinics for clients to receive general information on the bankruptcy process and assistance with gathering their financial documents. The clinics are held every third Tuesday of the month, rotating between the VLP office and Dorchester House. Clients who would like to attend the clinic must sign up in advance by calling (857) 320-6453 stating their interest in the clinic, and leaving their name and number.

**Consumer:** Consumer cases including foreclosures. VLP also helps with tax issues such as requesting hardship exemptions. VLP will consider cases of tax taking and/or tax title foreclosures or other issues including issues of property tax cases that have been brought in the Massachusetts Land Court for clients eligible for VLP geographically, financially and otherwise. Call ERLI first when dealing with consumer and tax cases. Contact ERLI for information on debt collection clinics.

**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 minor 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 reported income

and/or assets. Cases to Establish Paternity for custodial and non-custodial parent, and cases for Custody, Support, and Parenting time for custodial parents. VLP will consider Three Party Complaints to Establish Paternity in Equity for biological fathers. Simple uncontested Divorces for limited English proficiency or limited literacy clients only. Call ERLI for Intake.

\*Cases that do not fit these priorities can be referred to the Family Law Clinic on Wednesdays from 9 to 1 (last in-take is at noon) at the Court Services Center at Edward Brooke Courthouse in Boston.

**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). Clients can be referred directly to the VLP Court Projects. Client should obtain a Medical Certificate or Clinical Term Report prior to the case being referred to VLP.

**Probate and Family Court Suffolk County:** Tuesdays from 9:00 a.m. to 1:00 p.m. (last intake at noon) in the Court Services Center

**Probate and Family Court Middlesex County:** Thursdays from 10:00 a.m. to 1:00 p.m.—second floor

**Probate and Family Court Norfolk County:** Wednesdays from 10:00 a.m. to 1:00 p.m.

**Housing Intake:** Eviction assistance for tenants and owner-occupied landlords. Bad conditions. Utility claims against landlords. Retaliation. Discrimination. Lead Paint. In public and subsidized housing: applicant selection issues, program terminations, evictions. For homeownership: tax takings and/or tax title foreclosures.

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

**Wills:** Call ERLI for intake for both wills and probate matters.

**Wage and Hour:** Will accept cases for clients who have not been paid wages or overtime. Several Legal Aid programs participate in a monthly Wage Theft Clinic at Suffolk Law School where workers are provided legal advice on their wage and hour matters. Contact ERLI for additional information.

**Tax Cases:** Issues on tax collection, completing past taxes, and other complicated tax issues should first try the Harvard Legal Services Center Federal Tax Clinic or Bentley Low-Income Taxpayer Clinic. If the client was turned away from these clinics and they have a legal issue (not just completing taxes) they can be referred to VLP for legal representation.

**Unemployment:** (Call ERLI for Intake). VLP accepts unemployment insurance matters involving disqualification of claims.

**Fair Debt Collection Lawyer for the Day in the Boston Municipal Court:** Project provides pro bono

lawyers to low-income, unrepresented debtors and creditors to assist in their civil debt collection lawsuits. It is a joint effort of the Volunteer Lawyers Project, Senior Partners for Justice, and the Litigation Section of the Boston Bar Association. Volunteer attorneys assist low-income debtors and creditors at the Boston Municipal Court in the Brook Courthouse on Wednesdays from 9:00 a.m. to noon in front of Courtrooms C and D (5th Floor) on a Limited Assistance Representation (LAR) basis. LAR means that the attorney only represents the client in the proceeding (case management conference, Motion, etc.) before the court that day. This clinic assists debtors in the civil session.

VLP also represents low-income debtors in small claims court on a LAR basis. Attorneys and students represent clients in the small claims magistrate hearings before court that day:

Quincy District Court First Tuesday of the month at 1:30 p.m.

Cambridge District Court Thursdays at 8:45 a.m.

Boston Municipal Court Central Division, every other Thursday at 1:00 p.m.

Additional clinics are held by Greater Boston Legal Services.

**Discovery Clinic:** Once a month, the Volunteer Lawyers Project of the Boston Bar Association (VLP) conducts a Debtors Discovery Clinic to assist debtors, who are representing themselves, in the Boston Municipal Court with the discovery process. Pro se debtors who would like to attend the clinic must sign up in advance by calling (857) 320-6453, stating their interest in the discovery clinic, and leaving their name and number. At the clinic, volunteer lawyers are matched with debtors to help them answer and draft discovery requests that night only. The clinic will be held every second Wednesday of the month from 2:00 to 4:00 p.m.

**Civil Appeals Clinic:** VLP, in collaboration with Boston-based members of the Association of Pro Bono Counsel (APBCO), operates a pro bono Civil Appeals Clinic at the Appeals Court Clerk's Office at John Adams Courthouse every Wednesday from 12:30 to 4:00 p.m. At the Clinic, self-represented litigants who qualify for assistance meet with volunteer attorneys, who may, among other things, assess whether a final judgment exists and calculate any deadlines, give general advice concerning appellate issues and procedure, advise the litigant in making the strategic decision to appeal or to continue seeking relief in the trial court, and provide and assist with self-help materials, other resources, forms and motions. Be advised that the Clinic is limited to low-income persons who qualify for services. The areas of law that are appropriate for referral are the main practice areas of VLP, including family law, housing, consumer, employment, guardianship.

## B. Special Topics / Legal Representation

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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.

### AIDS/HIV SECTION

#### **AIDS Action Committee**

75 Amory Street, Boston, MA 02119

Phone: (617) 437-6200

TTY: (617) 437-1394

Fax: (617) 450-1311

HIV Hotline: 1-800-235-2331

TTY: (617) 437-1672

HEP-C Hotline: 1-888-443-4372

TTY: (617) 437-1672

Legal Intake Line: (617) 450-1317

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

**Service Area:** Greater Boston area for HIV/AIDS+ persons and for transgender individuals who are clients or become clients of AAC's TransCEND program.

#### **Cases Handled:**

Housing, Family Law, Discrimination, Employment, Basic Estate Planning, Social Security Appeals, and Public Benefits Appeals.

Other services include health hotlines, housing search and advocacy, case management, Rental Start-up Program, Homelessness Prevention Program, workshops, and a Health Library. Some programs have eligibility guidelines.

No eligibility requirements for legal services.

### CHILDREN/EDUCATION SECTION

#### **Children's Law Center of Massachusetts (CLCM)**

Intake line: 1-888-KIDLAW8 (1-888-543-5298)

#### **Lynn Office**

298 Union Street, 2nd Floor, Lynn, MA 01901

Phone: (781) 581-1977

Fax: (781) 598-9364

#### **EdLaw Project (accepting intakes on education matters for Boston callers only)**

144 Bromfield St, 2nd Floor, Boston, MA 02108.

Care of Youth Advocacy Division of CPCS

Phone: 617-482-6212

**Intake:** Mon.–Fri. 9:00 a.m.–5:00 p.m. Subject to change depending on capacity; check website for up-to-date information (<http://www.clcm.org>).

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 24–48 hours.

**Service Area for CLCM Lynn Office:** Essex County, Middlesex County, North Suffolk County.

**Service Area for EdLaw Project (Boston):** Suffolk County.

**Service Area for Information and Referrals:** Statewide.

**Children issues:** Education, Suspensions/Expulsions, Special Education, Restraint and Seclusion, Homelessness, Other School Issues, Child Welfare, Mental Health, Immigration (Unaccompanied Minors/SIJ), DCF Custody, Guardianship, and CRA.

#### **Disability Law Center**

Boston: (617) 723 8455

Toll Free: (800) 872-9992

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

See full listing above.

#### **Massachusetts Advocates for Children (MAC)**

25 Kingston Street, Floor 2, Boston, MA 02111

Phone: (617) 357-8431, Ext 223 or 0

Fax: (617) 357-8438

<http://www.massadvocates.org>

**Service Area:** Statewide

**Languages of Advocates other than English:** Spanish (2).

**Priorities:** Special education, school discipline, transition age youth 14–22 years old with a focus on Boston, children with autism in Boston and Lawrence, children affected by trauma (including domestic violence), children whose parents speak Spanish and are limited English proficient, and parents seeking greater school inclusion.

**Services:** MAC's services include: a special education helpline; intensive technical assistance for children with autism; and legal representation in our priority areas. Parents and professionals wishing to discuss their special education issues can access the helpline by leaving a voice message or completing the online form on our website. Staff and helpline volunteers respond in three–five days. Through the helpline, we provide Information and referral, including referral for intensive technical assistance for children with autism and for legal representation.

**CIVIL RIGHTS SECTION*****Attorney General's Civil Rights Hotline***

Hotline: 1-800-994-3228  
<http://www.mass.gov/ago>

Following reports of harassment and intimidation of racial, ethnic and religious minorities, women, LGBTQ individuals and immigrants since Election Day, the Attorney General's office established this hotline to report incidents of bias-motivated threats, harassment, and violence.

The hotline will be managed by attorneys and staff in the AG's Office. While not every incident will be appropriate for legal action, the AG's Office will be tracking reports and appropriate matters may be referred to local law enforcement or the Attorney General's Criminal Bureau. Potential hate crimes should also be reported to the local police in the first instance.

**CONSUMER/GOVERNMENT RESOURCES SECTION*****Attorney General's Elder Hotline***

(888)-AG-ELDER (1-888-243-5337)

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 Consumer Advocacy and Response Division***

Phone: 617-727-8400

Combining the staff and resources from the Public Inquiry and Assistance Center, and the Elder Hotline, CARD reflects a new and enhanced approach to consumer assistance within the Attorney General's Office.

CARD is staffed with trained consumer specialists that you can contact through our Consumer Hotline. If you are in need of help, CARD's knowledgeable staff can answer your questions, assist you directly in seeking to resolve the problem with the business, or, if necessary, refer you to a wide network of available consumer assistance and legal aid resources.

The types of issues that CARD can handle include:

- Defective products;
- Car sales and financing;
- Telemarketing scams;
- Debt collection;
- Mortgage servicing;
- Home improvement contracts;
- Utility bills; and
- Identity theft

***Attorney General's Insurance & Financial Services Hotline***

(888) 830-6277

**INSURANCE:** 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.

**STUDENT LOANS:** Provides a hotline and free mediation service to borrowers who are having difficulties with student loans

***Attorney General's Wage Hotline***

(617)-727-3465

Mon.-Fri., 9:00 a.m.-5:00 p.m., Inspectors and Attorneys answering calls.

***Citizens Information Center***

Office of the Secretary of State

Phone: (617) 727-7030

Toll Free: 1-800-382-6090

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

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

See full listing above.

**Student Loans:** Can leave a message on hotline at 617-390-2669 or call main number.

***Mass Executive Office of Consumer Affairs & Business Regulation***

Phone: (617) 973-8787

Hotline: 888-283-3757

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

Protect Massachusetts consumers 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.

***Pro Se Debtors Bankruptcy Clinic***

John W. McCormack Post Office and Court House Law Library, 12th Floor, 5 Post Office Square, Boston, MA 02109

Phone: (617) 748-5351

Date, Time and Location: Call to find out information on the clinic.

Featuring consumer bankruptcy attorneys offering information and forms to individuals considering filing Chapter 7 or Chapter 13 bankruptcy cases or who have recently filed bankruptcy and still have questions.

**Small Claims Advisory Service**

Phone: (617) 497 5690 (main line)

<http://www.masmallclaims.org>

E-mail: [masmallclaims@gmail.com](mailto:masmallclaims@gmail.com)

Gives free information on small claims procedures and assists with demand letters, small claims court forms, etc. Works primarily by phone and email, but will meet clients face-to-face. For information, call main line.

**CRIMINAL SECTION**

**Harvard Defenders**

6 Everett Street, Suite 5110, Cambridge, MA 02138

Phone: (617) 495 4413

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

**Service Area:** All Boston district courts, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Lynn, Malden, Newton, Quincy, Peabody, Somerville, Waltham, and Woburn.

**Cases Handled:** ONLY Clerk Magistrate hearings/show cause hearings. NO minor traffic violations.

**Prisoners' Legal Services (PLS)**

10 Winthrop Square, 3rd Floor, Boston, MA 02110

Phone: (617) 482 -2773

MA only: (800) 882-1413

Fax: (617) 451-6383

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

**Service Area:** Statewide

PLS accepts collect calls from Massachusetts prisoners on Monday afternoons from 1:00 to 4:00 p.m. County prisoners can call collect to (617) 482-4124.

**Cases Handled:** PLS 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. PLS 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.

**DISCRIMINATION SECTION**

**GLBTQ Legal Advocates & Defenders (GLAD)**

30 Winter Street, Suite 800, Boston, MA 02108

<http://www.glad.org>

Phone: (617) 426 1350

Hotline: 1-800-455-GLAD (4523)

**Intake:** Mon.–Fri. 1:30–4:30 p.m., Language translation services are available. 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

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

Phone: (617) 994-6000

Investigates complaints of discrimination in Credit, Housing, Public Accommodation, Employment and Education. Complainant must file within 300 days of incident. Also protects people retaliated against for cooperating with MCAD.

**ELDER SECTION**

**Attorney General's Elder Hotline**

Phone: (888) AG-ELDER (1-888-243-5337)

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

**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.

**Elder Abuse Reporting**

**Elder Protective Services:** (800) 922-2275 (Serves all of Massachusetts)

**Central Boston Elder Services:** (617) 277-7416; (emergency) (617) 992-6111

**Somerville/Cambridge Area Elder Services:** (617) 628-2601

**GBLS Medicare Advocacy Project (MAP)**

See full listing above.

**Homeowner Options for Massachusetts Elders (H.O.M.E)**

87 Hale Street, Lowell, MA 01851

<http://www.elderhomeowners.org>

Phone: (978) 970-0012

Toll Free: 1-800-583-5337

Fax: (978) 970-0015

**Service Area:** Statewide

H.O.M.E. provides comprehensive in-home counseling on financial and homeownership issues to enable successful aging-in-place. HOME provides remainder-of-life planning, budgeting, income maximization, equity conservation, foreclosure prevention, consumer protection, equity conversion, and creative financial options specially crafted for seniors.

**Restrictions on Assistance:** Low/Moderate Income seniors 60 and over (single, no more than \$30,000 per year; couple no more than \$40,000 per year, and assets of no more than \$85,000.00, exclusive of home and car) with only one piece of property that is the principal residence.

**Services include:**

Education and assistance with budgeting

Advice to and education of clients with regard to potentially available programs and senior tax breaks to help with common monthly expenses

Evaluation of clients' budget and financial situation, and as a HUD approved HECM counseling agency, assessment of whether a reverse mortgage is available or advisable for needs such as home health care, resolving debt issues like real estate tax delinquency, mortgage delinquency and consumer debt accounts.

Assistance with Potential Loan Modifications for recently defaulted residential mortgages

**HOME is not a legal services agency.**

HOME cannot assist with:

- Bankruptcy filings
- Responding to tax title, foreclosure, bankruptcy or eviction filings
- Delaying or postponing a foreclosure auction sale
- Providing grants or funds for repairs or loan and tax deficiencies
- Procuring Rental housing

**Mass Options**

Phone: 1-844-422-62-77 (1-844-422-MASS)

<http://www.MassOptions.org>

MassOptions, a service of the Massachusetts Office of Health and Human Services, connects elders, individuals with disabilities and their caregivers with agencies and organizations that can best meet their needs.

**Massachusetts Senior Legal Helpline**

197 Friend Street, Boston, MA 02114

Local: (617) 603-1700

Toll Free: (800) 342-LAWS (5297)

<http://www.vlpnet.org>

**Intake hours:** Mon.–Fri. 9:00 a.m. to 12:00 p.m.

**Elder Services Area(s):** Statewide

The Massachusetts Senior Legal Helpline is administered by ERLI, a project of the Volunteer Lawyers Project. The helpline provides a free legal intake line for elder individuals seeking legal intake, information, advice and referrals. There are no income and asset restrictions for elder callers seeking advice, information, or referrals.

ERLI also handles intake for Greater Boston Legal Services, the Volunteer Lawyers Project and limited intake for Metro West Legal Services and Community Legal Services and Counseling Center.

Callers must provide essential information about themselves such as contact information (name, date of birth, address), household size and income, amount of financial assets and immigration status in order to be screened for legal services. Callers who are not eligible for direct representation with an Eastern Region legal services program are provided legal information and/or referrals.

ERLI also screens client for eligibility for the Volunteer Lawyers Project court based clinics and ERLI's advice panels. Information about the court based clinics and advice panels can be found online.

**Women's Bar Foundation—Elder Law Project**

27 School Street, Suite 500, Boston, MA 02108

<http://www.womensbar.org>

Intake: (617) 651 2357

Fax: (617) 973-6663

Pro bono referrals for simple wills, health care proxies, and powers of attorney. Clients must meet the following criteria:

- Income under 250% of Federal Poverty Guidelines
- Total assets less than \$50,000 (in the case of married clients, consider their combined assets)
- 60+ or disabled
- Have less than \$1 million equity in their home

**Cases Handled:** Simple wills, health care proxy, power of attorney, and HIPAA authorization

**Service area:** Eastern Massachusetts, including Suffolk, Middlesex, Norfolk, Essex, Worcester, Plymouth, Bristol, and Barnstable.

## EMPLOYMENT SECTION

### **Attorney General's Wage Hotline**

Phone: (617)-727-3465

Mon.–Fri., 9:00 a.m. – 5:00 p.m. Inspectors and Attorneys answering calls.

### **Fair Employment Project**

777 Concord Ave., Cambridge, MA 02138

Phone: (617)-902-0192

<http://www.fairemploymentproject.org>

**Service Area:** All Massachusetts intake by phone and email.

Meetings by appointment in Boston and Cambridge.

**Languages of Staff other than English:** Spanish occasionally.

**Cases Handled:** Services provided: We provide general information about workplace legal issues (especially, but not exclusively, discrimination) and the legal process, and appropriate self-help assistance. We can occasionally arrange or provide additional low-cost services in collaboration with other organizations or firms.

### **National Labor Relations Board**

Phone: 1-866-667-NLRB (1-866-667-6572)

**Languages:** Spanish language option and relay service available.

The National Labor Relations Board (NLRB) is a legal resource for employees, union representatives, and employers who believe that their rights under the National Labor Relations Act have been violated. The National Labor Relations Act provides the legal framework for private-sector employees to organize bargaining units in their workplace, or to dissolve their labor unions through a decertification election.

Those parties may file charges alleging unfair labor practices at their nearest NLRB regional office. When a charge is determined to have merit, the NLRB encourages parties to resolve cases by settlement rather than litigation whenever possible.

## FAMILY LAW SECTION

### **Casa Myrna, Inc.—Legal Advocacy Program**

38 Wareham St., 2nd Floor, Boston, MA 02118

<http://www.casamyrna.org>

Intake and Legal Help: (617) 521-0146

**Legal Helpline:** Statewide. Telephone consultations, pro se assistance and referrals on civil matters related to domestic violence.

**Languages of Advocates other than English:**

Spanish, Portuguese, Cape Verdean Creole.

**Domestic relations:** Consultations with persons who have been victims of domestic violence in a wide range of family law matters including divorce, custody, visitation, child support, contempt, modifications, and 209A abuse prevention orders (Greater Boston area District Courts and Probate & Family Courts). Screening for consideration of services beyond consultation

### **Mass. Dept. of Revenue/Child Support Enforcement Division**

Phone: (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.

### **The Family Court Answer Center**

For questions, contact [Marisol.mancia@jud.state.ma.us](mailto:Marisol.mancia@jud.state.ma.us).

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

The Family Court Answer Center is a joint initiative between the Probate and Family Court, community leaders, and volunteer lawyers. The purpose of the Answer Center is: to provide mothers and fathers with general information on certain family law matters; to provide a one-on-one opportunity to meet individually with an attorney, Department of Revenue, Department of Children and Families, Probation Department, Registry/Judicial staff and a Domestic violence advocate; to supply and help complete necessary forms for court proceedings; to refer those seeking to hire a lawyer to legal referral services; to make available written information on community programs and services that are available. The types of family law matters to discuss are divorce, paternity, child support, parenting time, modification actions and contempt actions, dispute intervention, procedural questions, what to expect in the courtroom and many more.

The free information workshops are usually held on the second Thursday of the month from 4:00 p.m. to 5:30 p.m. at Court Service Center (CSC) located on the 2nd floor of the Edward Brooke Courthouse at 24 New Chardon Street, Boston MA. No sign-up or pre-registration is required (drop-in). Not limited to Suffolk county residents.

### **Women's Bar Foundation—Family Law Project**

27 School Street, Suite 500, Boston, MA 02108

<http://www.womensbar.org>

Phone: (617) 973-6666, Intake: ext. 2216

Fax: (617) 973-6663

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:** Eastern Massachusetts including Suffolk, Middlesex, Norfolk, Essex, Worcester, Plymouth, Bristol, and Barnstable.

**Intake Hours:** Callers may leave a message anytime on the intake line and intakes will be conducted Monday through Friday, 10:30 a.m.–4:00 p.m.

Call to schedule an Intake.

**Cases Handled:** Divorce, custody/visitation, support, modification and referrals to pro bono attorneys for representation on 209A Abuse Prevention Orders.

## HEALTH AND DISABILITY SECTION

### **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 will decide what services the Center is able to provide.

### **Community Based Services—Statewide Head Injury Program (SHIP)**

600 Washington Street, 2nd Floor, Boston, MA 02111

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

Phone: (617) 204-3852

Toll Free: 1-800-223-2559

**\*\*Official name change:** SHIP has merged with the ABI/MFP Waiver Unit\*\*

**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:** service coordination, regional head injury centers, residential services, case management, 1:1 skills training and support, substance abuse services, and assistive technology.

**To apply:** Applicants can call to request SHIP application or obtain the SHIP Application online at <http://www.mass.gov>

### **Department of Justice—ADA Information Line**

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**

See full listing above under “Legal Services Offices.”

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

Serving the Health Insurance Needs of Everyone (SHINE Program)

(800) AGE-INFO 800-243-4636

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 & prescription drug options, and assist with claims, billing, or denial of care issue.

### **GBLS Medicare Advocacy Project (MAP)**

located at GBLS: 1-800-323-3205

**Service Area:** Commonwealth of Massachusetts. (Except for Community Legal Aid—Holyoke and South Coastal Counties Legal Services area.)

**Eligibility:** No income guidelines. Caller must be Medicare eligible.

See full listing above.

### **Health Care for All Helpline**

Helpline: (800) 272-4232

Fax: (617) 451-5838

<http://www.hcfama.org/helpline>

**Service Area:** Statewide

**Service Hours:** 9:00 a.m.–5:00 p.m., Monday–Friday; Callers can leave a voicemail outside of Helpline hours.

**Languages of staff other than English:** Spanish; Portuguese.

**Services Provided:** Helpline Counselors who speak English, Spanish and Portuguese let callers know what their health insurance options are, assist with enrollment into state programs, as well as troubleshoot issues with state programs such as MassHealth and the Health Connector. 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**

Phone: (617) 338-5241

Toll free: (888) 211-6168

<http://www.healthlawadvocates.org>

**Service Area:** Statewide

**Income Eligibility:** Households under 300 percent of federal poverty level.

**Services Provided:** Affiliated with Health Care for All. Provides legal advice and representation to income-eligible people experiencing a denial of access to health care and/or health insurance.

**Cases Handled:** Denials coverage for specific health care services by health insurers; denials and terminations of enrollment in all types of health insurance coverage; other special focus areas include: problems accessing mental health services; particularly for children; health care access for immigrants, health care access for transgender individuals; and medical debt collection. Also represent groups of consumers or communities (impact litigation) and provide education and outreach.

To speak with an advocate, call 617-338-5241 or toll free at 888-211-6168, and ask to speak with the Intake Paralegal, or see HLA's website at <https://www.healthlawadvocates.org/contact-us>

Does NOT handle medical malpractice or provide general health care program information. For general info, call Health Care for All's Helpline at 1-800-272-4232.

**Mental Health Legal Advisors Committee**

4 School Street, 8th Floor, Boston, MA 02108

<http://www.mhlac.org>

(617) 338-2345, Press 4

1-800-342-9092

Fax: (617) 338-2347

See full listing above.

**HOUSING SECTION**

**Cambridge Economic Opportunity Committee (CEOC)**

Phone: (617) 868-2900

**Service Area:** Cambridge residents only

**Cases Handled:** Representation of public housing tenants at informal conferences, private conferences and grievance panel hearings, assistance with rent recertification issues and concerns and completion of applications for housing subsidies.

**City Life/Vida Urbana**

284 Amory St, Jamaica Plain, MA 02130

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

28 Paris St, E. Boston, MA 02128

(617) 524-3541

City Life/Vida Urbana is a nonprofit organization working to organize communities for housing rights. At weekly housing meetings, tenants and owner-occupants at risk of losing their housing can speak with organizers and lawyers about affordable housing, foreclosure defense, and eviction defense. Brockton meetings largely cover foreclosure cases and Boston meetings largely cover eviction defense.

**Housing Meetings:** Tuesdays, 6:30-8:30p.m.

City Life Vida Urbana, 284 Amory St., 1st Fl., Jamaica Plain, 02130

**Language:** English with Spanish Interpreters

Wednesdays, 6:00-8:00p.m.

Our Saviour's Lutheran Church basement, 28 Paris St., East Boston, 02128

**Language:** Spanish with English Translation

Every other Wednesday, 6:00-8:00p.m.

65 W. Elm Street, Brockton, 02301

**Community Action Agency of Somerville (CAAS)**

66-70 Union Square, Somerville, MA 02143

(617) 623-7370

**Service Area:** Low-income Somerville residents only

**Cases Handled:** Helps tenants at risk of homelessness assert their rights, prepare eviction defenses and assist at court. We can also help with benefits enrollment to maximize income. Can provide some advice and advocacy to people undergoing foreclosure. We will also be able to help low-income Somerville residents with Fuel Assistance applications satellite this fall, by appointment only. Call (617)-623-7370 to make an appointment for food stamps, cash assistance, and/or fuel assistance.

**Homeowner Options for Massachusetts Elders (H.O.M.E.)**

87 Hale Street, 2nd Floor, Lowell, MA 01851

<http://www.elderhomeowners.org>

Phone: (978) 970-0012, 1-800-583-5337

Fax: (978)-970-0015

**Housing Families Inc. Pro Bono Legal Services Program**

919 Eastern Ave., Malden, MA 02148

Phone: (781) 322-9119 ext. 146

<http://www.housingfamilies.org>

**Service area:** Everett, Malden, Medford, Melrose, Wakefield, Revere, Chelsea

**Cases Handled:**

**Housing:** Pro-se answer and discovery clinic every Monday (Tuesday if Monday is a holiday) at 9:45 a.m. Eviction defense; public housing and subsidy terminations/denials. Brief advice.

**Benefits:** Emergency Assistance shelter denials/appeals.

### **Lawyers Clearing House**

16 Beacon Street, Boston, MA 02108  
<http://www.lawyersclearinghouse.org>  
 Phone: (617) 778-1980  
 Fax: (617) 778-1981

**Cases Handled:** Provides pro bono services to nonprofit organizations. Areas of legal services for nonprofit organizations include incorporation, tax-exempt status, governance, intellectual property, contract, real estate, and other areas of law. While housing and homelessness continues to be a focus, all nonprofits are eligible for services. Legal workshops for nonprofit organizations are offered in Boston, Lawrence, and Easton. We also assist individuals who are guests or are using services at Pine Street Inn, St. Francis House, Cardinal Medeiros Center, Bridge, MBHP, Woods Mullen Shelter, and Southampton Shelter.

### **Massachusetts Division of Banks**

Hotline: (800) 495-BANK (2265)  
 Hotline Hours: Mon.–Fri., 7:30 a.m.–6:00 p.m.

**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 voluntary 60-day forbearance on the foreclosure action.

### **Mass Executive Office of Consumer Affairs & Business Regulation**

(617) 727 7780  
<http://www.state.ma.us/consumer>

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

### **Office of Housing Stability**

26 Court Street, 1st Fl., Boston, MA 02108  
 Phone: (617) 635-4200

**Service Area:** Boston

**Evening Clinic for landlords and tenants:** Thurs., 5:00–7:00 p.m.

At the Evening Clinic, Housing Crisis Case Coordinators provide advice and services for a range of legal and non-legal housing related issues.

**Services include:** information for landlords and tenants on their rights and responsibilities under the law; access to mediation services for housing disputes; answers to

questions on any rental housing matter; counseling, services, and help for individuals facing homelessness due to natural disaster, eviction, or other circumstances; answers to questions on affordable housing rules and processes; and help connecting individuals to resources that will assist in the search for affordable housing.

### **Tenant Advocacy Project (N)**

Harvard Law School, 6 Everett St., Cambridge, MA 02138  
 Phone: (617) 495-4394  
 Fax: (617) 496-2294

The Tenant Advocacy Project (TAP) is a student practice organization at Harvard Law School. TAP advocates provide free representation and advice to public housing, Section 8 housing, and MRVP housing tenants and applicants before local housing authorities. TAP advocates are supervised by practicing attorneys who attend all hearings with the students.

**Intake Hours:** Intake hours are generally 8:30 a.m.–4:30 p.m., but can vary depending on staffing resources. Tenants should leave a detailed message on the TAP voicemail, and someone will call back as soon as possible. Intakes are conducted via telephone. Tenants may also fax TAP at (617) 496-2294 or email [tap@law.harvard.edu](mailto:tap@law.harvard.edu).

TAP represents tenants whose public housing, Section 8 or MRVP is administered at the following public housing agencies: MBHP, Arlington, Belmont, Boston, Braintree, Brookline, Cambridge, Chelsea, Dedham, Everett, Malden, Medford, Melrose, Milton, Newton, Quincy, Revere, Somerville, Waltham, Watertown, Wellesley, 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 provides telephone advice on general landlord-tenant problems for Section 8 or public housing tenants/applicants only.

**Cases NOT Handled:** HUD-subsidized housing; project-based subsidies; Court cases; HomeBase cases.

## **IMMIGRATION SECTION**

Some of the following organizations offer legal clinics in the community. Call first to verify the dates, times, and locations.

### **American Immigration Lawyers Association (AILA)**

<http://www.ailalawyer.org>

The AILA search engine may be used to assist clients in narrowing their choices in selecting a private immigration attorney. The attorneys do not provide pro bono services.

**Ascentria Care Alliance**

<http://www.ascentria.org>

(Formerly Lutheran Social Services of New England)  
Worcester Office: 11 Shattuck Street, Worcester, MA 01605

Tel.: 774-243-3045

West Springfield Office: 593 Main Street, West Springfield, MA 01089

Tel.: (413) 787-0725; ask for Immigration Dept.

**Area:** Statewide

**Languages Spoken:** Spanish, Portuguese, and French. Other languages available.

**Appointment Policy:** The Immigration Program operates on an appointment-only basis.

**Cases Handled:** Pro bono legal representation in cases involving asylum seekers, unaccompanied minors, and victims of domestic violence, human trafficking, and violent crime. In addition, Ascentria provides consultations to clients with general immigration questions and assistance/representation in the following areas: adjustment of status, naturalization, family based petitions, consular processing, and temporary protected status applications.

Case acceptance is based upon attorney availability.

Consult fee in other cases is \$50. Form assistance is available on a sliding scale, based on client's income level and the type of application. Fee waivers and payment plans available for clients under certain income guidelines.

**Catholic Charities Archdiocese of Boston**

275 West Broadway, South Boston, MA 02127  
617-464-8100; ask for Consultation for Immigration Department

**Clinic hours:** Appointment ONLY

There is no longer a walk-in clinic.

Clients must call on Mondays at 9:00 a.m. ONLY to schedule an appointment.

Currently not accepting new asylum cases.

**Cases Handled:** Low-income referrals from within Greater Boston areas. Handle immigration applications; represents Clients before U.S. Citizenship and Immigration Services and the Immigration Court. Spanish speaking attorneys and staff. Other languages available.

**Other Services:** Clinic: For attorney consultation. By appointment only. Consult fee is \$50; fee can be waived in extreme cases.

**Fees:** Additional Nominal Fee depending on case type.

**Centro Presente**

12 Bennington Street, #202, East Boston, MA 02128  
<http://www.cpresente.org>

Tel: (857) 256-2981

Fax; (617) 629-2436

**Cases Handled:** Legal immigration services for the Latin American immigrant community including: Deferred Action (DACA), NACARA, TPS, family-based petitions, work permit renewals, fingerprints, adjustment of status, citizenship applications. Provides; Spanish, English, and Citizenship classes. Will also refer clients to private attorneys. Languages spoken: Spanish, English.

**City of Boston Immigration Clinic**

Boston City Hall, One City Hall Square, Boston, MA 02201

Phone: (617) 635-2980

Provides free immigration advice and assistance coordinated through the Mayor's office. The clinic operates on the first and third Wednesday of each month.

**Hours of Operation:** The immigration clinic operates in Room 804 of the Boston City Hall from 12:00 p.m. (noon) until 2:00 p.m. Call for dates. Keep in mind there are no intakes done after 2:00 p.m. For more information, contact the Mayor's Office of New Bostonians, Boston City Hall Room 810, (617) 635-2980.

**Irish International Immigrant Center**

(Formerly known as Irish Immigrant Center)

1 State Street, Suite 800, Boston MA 02109

<http://www.iiicenter.org>

Phone: (617) 542-7654

\*\*FREE Legal Clinics on Immigration and U.S. Citizenship issues. Call in advance to confirm clinics are being held\*\*

**Cases Handled:** Provides legal counsel, representation and referrals for immigrants on issues related to U.S. immigration and citizenship. Also provides some social services, English language classes, and cross-cultural education programming.

**Project Citizenship**

4 Faneuil South Market Building, 3rd Floor, Boston, MA 02109

Phone: 617-694-5949

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

Project Citizenship is New England's largest citizenship services provider that helps eligible, legal permanent residents (LPRs) overcome barriers to naturalization. Project Citizenship offers free citizenship assistance including eligibility screening, application assistance, legal referrals and all materials needed to apply for U.S. citizenship. Project Citizenship has community partners throughout New England that provide a range of support services, including civics instruction, application assistance, and referrals to legal services and ESOL classes.

**LGBT SECTION*****GLBTQ Legal Advocates & Defenders (GLAD)***

30 Winter Street, Suite 800, Boston, MA 02108  
 Phone: (617) 426 1350, 1-800-455-GLAD (4523)  
<http://www.glad.org>  
 See full listing above.

**SEXUAL ASSAULT SECTION*****Victim Rights Law Center***

<http://www.victimrights.org>  
 Phone: (617) 399-6720

**Intake:** Call our intake line at 617-399-6720 ext. 19 and leave your contact information, including your name and a safe phone number, and a brief message.

**Eligibility:** Victims of sexual assault in Massachusetts. No income restriction.

**Languages:** Spanish. For additional languages, we use the language line or other interpreter services.

**Services:** The VRLC provides free civil legal services to sexual assault victims in Massachusetts in the areas of safety, privacy, immigration, education, housing, employment, and financial stability. The VRLC also provides advice regarding the criminal justice process. The VRLC provides brief consultations and full representations related to those legal areas. The VRLC does not provide services related to family law or tort suits.

**STUDENT LOAN SECTION*****Legal Services Center***

122 Boylston Street, Jamaica Plain, MA, 02130  
 Phone: (617) 522 3003  
 Fax: (617) 522-0715  
 Hotline: (617) 390-2669

For student loan assistance leave a message on the hotline or call main number.

***Attorney General's Insurance & Financial Services Hotline***

Tel: (888) 830-6277

The Attorney General's Insurance & Financial Services Division provides a hotline and free mediation service to borrowers who are having difficulties with student loans.

***Student Loan Borrower Assistance***

<http://www.studentloanborrowerassistance.org>

The National Consumer Law Center's Student Loan Borrower Assistance Project is a resource for borrowers, their families, and advocates representing student loan borrowers. The website features a wide range of questions and answers about student debt.

**TAXES SECTION*****Bentley Low Income Taxpayer Clinic (BLITC)***

Tel: (781) 891-2083; 800-273-9494

Provides free tax assistance to low income taxpayers, who have a controversy or potential controversy with the IRS. The BLITC Management Team consists of a Program Director and two experienced tax Professors. Bentley Graduate Students provide services to their 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 \$30,150.

Each additional household member increases that limit by \$10,450.

***GBLS Low Income Taxpayer Clinic Project***

197 Friend Street, Boston, MA 02114  
 Tel: (617) 603-1569; 1-800-323-3205  
 TTY: (617) 371-1228  
 Fax: (617) 371-1222  
<http://www.gbls.org>

**Service Area:** See Greater Boston Legal Services.

This project provides free tax assistance and representation (but not routine tax return preparation) to low income taxpayers. Priorities are immigrant families with any tax controversy (frozen/delayed refunds; audits; collections; ITINs needed or denied); workers with bank or wage levies; and disabled persons. Callers seeking assistance should call (617) 603-1569. People in need of representation who do not fit those priorities should contact the Bentley LITC, VLP, or the Taxpayer Advocate: federal (877) 777-4778; and Massachusetts, Dennis Buckley (617) 626-3235.

***Federal Tax Clinic******Legal Services Center of Harvard Law School***

122 Boylston Street, Jamaica Plain, MA 02130  
 Tel: 617-390-1729

Free legal representation to clients with tax problems including: Audit reconsiderations, Offers in Compromise, Installment Agreements, IRS Liens and Garnishments, Innocent Spouse Claims, Dependency Exemptions, Child Tax Credit, Earned Income Credit and more.

For service area, hours and eligibility, see full listing above under "Legal Services Offices."

**VETERANS SECTION*****Boston Bar Association Lawyer Referral Service***

16 Beacon Street, Boston, MA 02108

<http://www.bostonbarlawyer.org>  
Tel: (617)742 0625, (800)552-7046  
E-mail: [LRS@bostonbar.org](mailto:LRS@bostonbar.org)

**Military Legal Help Line:** The Boston Bar Association Lawyer Referral Service is home to the Military Legal Help Line, which connects veterans, military personnel, and their families with either attorneys offering regular and reduced fee legal assistance, or government and nonprofit agencies offering pro bono services. Callers should identify their affiliation with the military when calling. All attorneys on the Lawyer Referral Service who have elected to take these cases are trained to assist with the unique legal issues faced by members of the military and their families.

**Legal Services Center**

122 Boylston Street, Jamaica Plain, MA 02130  
Tel: (617) 522 3003

Fax: (617) 522-0715  
[legalservicescenter.org](http://legalservicescenter.org)  
Intake Line for Veterans Legal Clinic: (617) 390-2525  
Veterans and Family Members of Veterans: Federal veterans benefits (e.g. service-connected disability, pension, dependency and indemnity compensation (DIC), etc.), Massachusetts veterans' services benefits, discharge upgrades/correction of military records, access to other public benefit programs, access to healthcare, and certain other civil matters.

**Veterans Legal Services**

(857) 317-4474  
Fax: (844) 621-2797  
[info@veteranslegalservices.org](mailto:info@veteranslegalservices.org)  
See full listing above.

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## C. Bar Association, Legal Answers, and Law Library Programs

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**Mass Legal Answers Online**

40 Court Street, Boston, MA 02108  
<http://www.masslao.org> (link is external)  
E-mail: [info@masslao.org](mailto:info@masslao.org) (link sends e-mail)

**Service Area:** Statewide

**Program Description:** Mass Legal Answers Online is a website where low income Massachusetts residents can post their civil (noncriminal) legal question. Volunteer attorneys will answer the question through the same website. Mass Legal Answers Online is part of the American Bar Association's Free Legal Answers project, and is being administered by the Massachusetts Law Reform Institute with the assistance of the Volunteer Lawyers Project.

**Intake Notes:** Go to <http://www.masslao.org> and create an account by answering some eligibility questions. Individuals can ask up to 3 legal questions per calendar year. A volunteer attorney will answer questions through the same website.

**Norfolk County Bar Association Free Legal Clinic**

Tel: (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 Free Evening Legal Clinics will be held at 6:00 p.m. to 8:00 p.m. on Tuesday evenings.

**Trial Court Law Libraries**

[http://www.mass.gov/courts/case-legal-res/law\\_lib](http://www.mass.gov/courts/case-legal-res/law_lib)

**Commonwealth of Massachusetts, Trial Court Law Libraries**

Office of Court Management, 2 Center Plaza, 9th Floor, Boston, MA 02108

Tel: 800-445-8989; (617) 878-0338

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 are available by phone, email, instant messaging and in person. Hours are 8:30 a.m.–4:30 p.m. For locations, call the 800# or go to the website.

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## D. Lawyer Referral Services

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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 \$25 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 meet the bar association's financial guidelines listed below.

**Boston Bar Association Lawyer Referral Service**

16 Beacon Street, Boston, MA 02108  
<http://www.bostonbarlawyer.org>

Tel: (617)742 0625; (800)552-7046  
<http://www.bostonbarlawyer.org/es>  
E-mail: [LRS@bostonbar.org](mailto:LRS@bostonbar.org)

Hours of Operation: 9:00 a.m. to 5:00 p.m., Mon.–Fri.  
NO walk-ins.

The Boston Bar Lawyer Referral Service has been connecting the public to lawyers for over 60 years. Individuals can submit an online request for an attorney at any time through the website, or call for intake. All attorneys charge fees; see below for reduced fee guidelines.

Intake in English & Spanish—Referrals to bi-lingual attorneys available. Call for available languages.

**Service Area:** Massachusetts, concentration in Greater Boston; many attorneys willing to travel to clients.

**Subject Areas:** Attorneys in all areas of the law, including over 350 subcategories.

**Consultations:** Trained intake staff provide callers with a free referral to a lawyer depending on the facts of the case. Intake staff can directly connect callers with attorneys' offices. However, intake staff are not lawyers and cannot provide legal advice over the phone. No Pro Bono services are rendered.

**Reduced-Fee Panel Guidelines:** Some attorneys take reduced fee cases. Reduced Fee Referrals are limited to clients who document:

- Annual gross household income no more than 300 percent of the 2017 Federal Poverty Guidelines;
- Household cash assets do not exceed \$3,000 or 10 percent of gross annual household income (whichever is greater); and
- Total real estate holdings limited to one owner-occupied dwelling.

**Military Legal Help Line:** The Boston Bar Association Lawyer Referral Service is home to the Military Legal Help Line, which connects veterans, military personnel, and their families with either attorneys offering regular and reduced fee legal assistance, or government and non-profit agencies offering pro bono services. Callers should identify their affiliation with the military when calling. All attorneys on the Lawyer Referral Service who have elected to take these cases are trained to assist with the unique legal issues faced by members of the military and their families.

### **Justice Bridge Legal Center**

[www.justice-bridge.org](http://www.justice-bridge.org)

#### **Boston Office:**

274 Franklin Street Lower Level, Boston, MA 02110-3110

Tel: (617) 860-3414

Fax: (857) 263-8881

**Intake Hours:** 9:00 a.m. to 5:00 p.m., Monday through Friday, walk-ins accepted. Evenings Mondays through Fridays (by appointment).

**Boston:** Incubator attorneys provide discounted legal services at a scaled hourly rate for clients falling within 225 to 300% of the Federal Poverty Level

(approximately \$60,625-\$72,750 in annual income for a family of four).

#### **New Bedford Office:**

257-259 Union Street, New Bedford, MA 02740

Tel: (508) 449-9296

Fax (774) 202-2214

**Intake Hours:** 9:00 a.m. to 5:00 p.m., Monday through Friday, walk-ins accepted. Evenings Mondays through Fridays (by appointment).

**New Bedford:** Incubator attorneys provide discounted legal services at a scaled hourly rate for clients falling within 200 to 225% of the Federal Poverty Level (approximately \$48,500 in annual income for a family of four).

A Legal Incubator Program of the University of Massachusetts School of Law. All legal representation is provided by recently-licensed attorneys in good standing, who carry professional liability insurance and consult with retired judges and other experienced mentors within the incubator program.

**Service area:** Metropolitan Boston area, extending into eastern Massachusetts.

**Languages other than English:** Spanish, Portuguese, Arabic, French

**Services provided:** Legal consultation and advice, as well as limited scope representation (LAR) and full legal representation, in the most civil practice areas, including family law (including divorce, custody, alimony, child support, modifications), housing (including evictions and breach of warranty law), consumer law, debt collection and re-finance, bankruptcy, probate, wills and trusts, immigration (special immigrant juvenile status/SIJS, unaccompanied minors), employment law, and education law (including special education appeals).

**Income eligibility:** Optional fixed fee and flexible payment plans may be available. Hourly rates range between \$50 to \$100 per hour, depending on clients' income and assets. Incubator attorneys do not provide free legal services.

### **Lawyers for Affordable Justice**

[laj@lawyers4aj.org](mailto:laj@lawyers4aj.org)

650 Beacon Street, 4th Floor, Boston, MA 02215

Tel: (857) 277-1963

**Income eligibility:** There are no financial eligibility guidelines. LAJ has a particular emphasis on assisting low to moderate income clients. While LAJ does not offer free legal representation, they do assist low to moderate income clients and work with them on various fee structures after the client goes through a consultation to allow clients to manage their costs effectively.

**Cases Handled:** Business law, employment law, landlord/tenant law, immigration law, family law and criminal law.

**Massachusetts Bar Association**

20 West Street, Boston, MA 02111  
<http://www.MassLawHelp.com>  
Tel: (617)654-0400; 1-866-MASS-LRS (627-7577) for in-state calls  
E-mail: [lrs@massbar.org](mailto:lrs@massbar.org)

**Hours of Operation:** 9:00 a.m. to 4:45 p.m., Mon.–Fri.  
NO Walk-ins.

**Service Area:** Statewide.

**Intake:** Language Line available for all intakes in any language.

The Massachusetts Bar Association’s Lawyer Referral Service (LRS) is one of the largest legal referral services in the nation. Since its inception in 1974, the LRS has helped thousands of people find attorney representation and legal resources. The LRS has attorney members located throughout Massachusetts that can accept cases in many areas of law. All LRS attorneys are in good standing with the state licensing board and must have professional liability insurance. Attorneys participating on the LRS service charge no more than \$25 for the first half-hour consultation.

- Reduced Fee Referrals are available in some areas of law and is limited to clients who are income eligible. No Pro Bono services are rendered.

- The Massachusetts Bar Association also offers a monthly Dial-A-Lawyer program, where members of

the public can call in for free legal advice. This is held on the First Wednesday of each month between the hours of 5:30 and 7:30 pm. Call Toll Free: (877) 686-0711 or (617) 338-0610.

The Massachusetts Bar Association’s Lawyer Referral Service now offers instant referrals 24 hours a day, seven days a week on [www.MassLawHelp.com](http://www.MassLawHelp.com)

**National Lawyers Guild**

14 Beacon Street, Suite 407, Boston, MA 02108  
[www.nlgmasslawyers.org](http://www.nlgmasslawyers.org)  
(617) 227 7008  
Email: [nlgmass-lrs@igc.org](mailto:nlgmass-lrs@igc.org)

**Intake:** (Speakers in English only) Monday – Friday, 9:00 a.m. to 4:00 p.m. Callers can leave message or complete an online form at any time. No walk-in service.

**Service Area:** Massachusetts

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. Initial phone calls are free, while attorneys set their own fees on a case by case basis.

**Cases Handled:** Attorneys cover most areas of law including immigration, bankruptcy, debt collection, taxes, real estate, personal injury, workers’ comp., landlord/tenant, family law, criminal, civil rights, discrimination, disability, SSI/SSDI, employment, unemployment, and wills and estates.

## E. Social Services Organizations

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**Casa Myrna, 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.

**Citizen’s Information Center—Office of the Secretary of State**

(617) 727-7030 or 1-800-382-6090  
E-mail: [cis@sec.state.ma.us](mailto:cis@sec.state.ma.us)

A Citizen’s Guide to MA State Services. The guide contains information about state services, agencies, and contact points, as well as information on consumer affairs, employment, environment, legislation, taxes, how to reach elected officials, start a small business, or obtain a license.

**Elderly Commission of the City of Boston**

Tel: (617) 635-4366  
E-mail: [aging@boston.gov](mailto:aging@boston.gov)

Services for Boston residents aged 55 and over include assistance in applying for government benefits and community-based services, discount programs, housing advice, transportation options, advocacy, volunteer programs, information, and referrals.

**Executive Office of Elder Affairs—Shine Program**

(800) AGE-INFO 800-243-4636  
TTY: (800) 872-0166  
<http://www.800ageinfo.com>

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

**Health and Human Services Catalog**

<http://www.mass.gov/eohhs/utility/catalog-of-services.html>



Use the Catalog of Services to learn about health and social services available in Massachusetts. The catalog provides general information about who is eligible for services and how to apply.

### **MASS 2-1-1**

Dial 211 or 1-877-211-MASS (6277)

Mass 211 provides information about critical health and human services available in the community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. 24 hours a day, 7 days a week.

### **MASSCAP**

<http://www.masscap.org>

MASSCAP is the association of the 24 MA Community Action Agencies, which are private, non-profit human service and advocacy organizations. These community based agencies provide programming and training for low-income people in workforce development and education, asset development, small business creation, Head Start and daycare programs, WIC nutrition, senior services and youth programs, emergency food assistance, health services, homelessness prevention, affordable housing creation, home heating assistance, and weatherization assistance.

### **MASSOPTIONS**

1-844-422-62-77 (1-844-422-MASS)

<http://www.MassOptions.org>

MassOptions, a service of the Office of Health and Human Services, connects elders, individuals with disabilities and their caregivers with agencies and organizations that can best meet their needs.

### **Massachusetts Alliance of Portuguese Speakers (MAPS)**

<http://www.maps-inc.org/services>

1046 Cambridge Street, Cambridge, MA 02139

(617) 864-7600; Fax (617) 864-7621

92 Union Square, Somerville, MA 02143

(617) 764-2091; (617) 764-0111

697 Cambridge Street, Suite 203, Brighton, MA 02135

(617) 787-0557; 1-800-232-7725

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

24 Union Ave., Suite 8 &10, Framingham, MA 01702

(508) 872-2652; Fax (508) 872-2658

Provides services to the Portuguese-speaking community, including Immigrant Integration Services including Citizenship Assistance; Citizenship and Portuguese Classes; Elder Services; Family-Based Services (FBS) and In Home Therapy for children and families; Domestic Violence and Sexual Assault Services; Intimate Partner Abuse Education; HIV/STI Prevention & Screening; Medical Case Management; Driver Alcohol Education; Notary Public and Translation Services.

### **Somali Development Center**

<http://www.sdcboston.org>

10 Malcolm X Blvd., 2nd Floor Roxbury, MA 02119

Tel: 617-522-0700

Fax: 617-522-7484

**Language Capacity:** Somali, Arabic, Amharic, Tigrinya

Provides community services to all Somalis and other African communities in Boston, regardless of immigration status. These services include:

1. Postresettlement community services such as housing search assistance, advocacy, interpretation and translation
2. Basic adult literacy program, ESOL classes, and citizenship assistance
3. Youth employment, crime prevention and general youth adjustment issues
4. Elder care services
5. Newcomer orientation & acculturation related issues
6. Employment services including job readiness training and job search
7. Legal assistance in the areas of immigration, welfare, housing, domestic violence, and advocacy in the courts
8. Maternal-child health issues, health education and health care access in general
9. Mental health counseling and crisis intervention
10. Access to resources and information provided in constituents' native language

## **F. Ombudsmen and Agency Contacts**

### **Boston Housing Authority**

Grievance Panel Coordinator

Tel: (617) 988-4579

TTY: (800) 545-1833 ext. 420

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

The Department of Grievances and Appeals conducts administrative hearings when requested by Boston Housing Authority (BHA) applicants and residents to review certain BHA actions. A resident who has any questions regarding the appeal process may contact the Grievance Panel Coordinator.

**Department of Children and Families  
Ombudsperson**

Tel: (617) 748-2444

**Department of Housing and Urban  
Development (HUD) Resource Line**  
(800) 955-2232

For questions or complaints about HUD rental programs, including Housing Choice (Section 8) Vouchers, HUD has a central resource line from which an operator will direct the client to the appropriate office based on their case information.

**Department of Public Utilities Consumer  
Hotline**

One South Station, Boston, MA 02110  
(617) 737-2836 or (877) 886-5066

**Department of Transitional Assistance (DTA)  
Ombudsperson**

DTA Central Ombudsperson  
600 Washington Street, Boston, MA 02111  
Ombudsperson Line: (617) 348-5354  
E-mail: sara.craven@state.ma.us  
Assistance Line: (877) 382-2363

The DTA Ombudsperson can be contacted as an avenue for advocates to report repeated issues they have noticed among their cases. Clients themselves should not contact the DTA Ombudsperson phone number or email. Clients should instead call the DTA Assistance Line.

**Department of Public Health—Division of  
Healthcare Quality Advocacy Office and  
Complaint Unit**

99 Chauncy Street, Boston, MA 02111  
(617) 753-8150 or (800) 462-5540

Clients may call to make a complaint about health care facilities. The division also investigates complaints of patient abuse and neglect in long-term care facilities and discrimination in treatment based on being a Medicare beneficiary.

**Health and Human Services**

Tel: (800) 462-5540 or (617) 753-8150

To file a complaint about a hospital, clinical staff, nurse, or physician, call the 24 hour consumer complaint line or file a complaint online at <http://www.mass.gov/eohhs>.

**Inspectional Services Department—Boston**  
1010 Massachusetts Avenue, 5th Floor, Boston, MA  
02118  
(617) 635-5300

Refer Boston tenants to this number for information or to make complaints about conditions.

**Massachusetts Division of Insurance**

1000 Washington St, Suite 810, Boston, MA 02118  
(877) 563-4467

For specific questions about insurance coverage, to register a complaint or make suggestions, contact the toll-free consumer information line. The toll free number connects to all of the Division's units.

**Mass Health Connector Ombudsperson**

Members can contact the Ombudsman Office through the "Contact" section of the Health Connector's website, [MAhealthconnector.org](http://MAhealthconnector.org), or by mail at PO Box 960484, Boston, MA 02109

**Ma Long-Term Care/Nursing Home  
Ombudsperson Office**

Massachusetts Executive Office of Elder Affairs  
Ombudsman Office  
1 Ashburton Place, 5th Floor, Boston, MA 02108  
Tel: (617) 727-7750 or 1-800-AGE-INFO (1 (800) 243-4636)

**Mass Rehab Commission Ombudsperson**

MRC Ombudsperson Customer Relations Department  
600 Washington Street, Boston, MA 02111  
(617) 204-3600 (central office) or 1 (800) 245-6543  
voice or TTY

Individuals can be directed from central office, or call the office nearest them.

Consumers may contact the Ombudsperson about issues such as delays in service, their legal rights within the system, or provision of specialized services. The Ombudsperson also provides assistance to Social Security claimants and to beneficiaries of SSI and SSDI.

**One Care Ombudsman**

11 Dartmouth Street, Suite 301, Malden, MA 02148  
(855) 781-9898 or MassRelay dial 711

One Care is a new health care insurance option for some adults with disabilities living in Massachusetts who are eligible to receive both Medicare and MassHealth services.

**Unemployment Insurance Ombudsperson  
(Problem Resolution Unit)**

Problem Resolution  
19 Staniford Street, 2nd floor, Boston, MA 02114  
(617) 626-6800 or Relay Operator: 1 (800) 439-0183

## PART 3—COURT SERVICE CENTERS

Individuals can receive assistance from Court Service Centers when they need one-on-one help filling out court forms; information about court rules, procedures, and practices; court documents and written instructions; access to interpreter services; assistance with legal research; and contact information for community resources, legal assistance programs, and social service agencies. CSCs cannot give legal advice, only legal information.

See below for location questions.

CSC services are free (with the exception of filing fees or fees associated with the case) and services are not means tested, which means they serve clients of all incomes.

Additional locations may be added in the future. For more information and an updated list of locations, go to <http://www.mass.gov/courts/court-info/court-management/plan-initiatives/court-service-centers.html>.

### **Edward W. Brooke Courthouse**

Counties Served: Suffolk, Middlesex & Norfolk  
Hours: 8:30–4:30, Monday–Friday  
Location: 24 New Chardon Street, 2nd floor, Boston, MA 02114  
Public transit: Accessible by MBTA

### **Franklin County Courthouse**

Counties Served: Franklin, Hampshire & Berkshire  
Hours: 8:30–4:30, Monday–Friday  
Location: 101 Munson Street, ground floor, Greenfield Corporate Center, Greenfield, MA 01301  
Public transit: Accessible by FRTA

### **Fenton Judicial Center**

Counties Served: Essex & Middlesex  
Hours: 8:30–4:30, Monday–Friday  
Location: 2 Appleton Street, 2nd floor–Law Library, Lawrence, MA 01840

### **George N. Covett Courthouse**

Counties Served: Plymouth, Barnstable, Bristol & the Islands

Hours: 8:30–4:30, Monday–Friday  
Location: 215 Main Street, 1st floor, Brockton, MA 02301

### **Springfield Hall of Justice**

Counties Served: Hampden, Hampshire & Berkshire  
Hours: 8:30–4:30, Monday–Friday  
Location: 50 State Street, 1st floor, Springfield, MA 01102

### **Worcester Trial Court Complex**

Counties Served: Worcester  
Hours: 8:30–4:30, Monday–Friday  
Location: 225 Main Street, 1st floor, Worcester, MA 01608

**\*\*NOTE:** All CSCs will assist people from any county. “Counties served” above are based on location and are purely for convenience. Any clients who live in Suffolk, Middlesex, or Norfolk and are able to get to CSCs in other counties should try to go to the other CSCs (i.e., Fenton) first because lines will be shorter\*\*

## PART 4—PROBATE AND FAMILY COURTS

Probate and Family Courts have jurisdiction over matters including divorce, paternity, child support, custody, parenting time, adoption, termination of parental rights, abuse prevention, and wills, estates, trusts, guardianships, conservatorships, and changes of name. The Probate and Family Court Department Administrative Office may be reached at (617) 788-6600. Below is a list of Probate and Family Courts by county and the phone numbers for the register or clerk's office. Further information may be found on Mass.gov at <http://www.mass.gov/courts/court-info/trial-court/pfc/pfc-ch-by-county-gen.html>.

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

3195 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**

40 Broadway, Suite 240, Taunton, MA 02780  
(508) 977-6040  
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**

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

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

36 Federal Street  
Salem, MA 01970  
(978) 744-1020  
TTY: (978) 975-2429  
2 Appleton Street  
Lawrence, MA 01840  
(978) 686-9692

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

43 Hope St.  
P.O. Box 590  
Greenfield, MA 01302  
(413) 774-7011  
TTY: (413) 774-3364

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

50 State Street  
P.O. Box 559  
Springfield, MA 01102-0559  
(413) 748-7760

### **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  
Williams Street  
Marlborough, MA 01752  
(617) 768-5800  
Gorham Street  
Lowell, MA 01852  
(617) 768-5800

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

19 Broad Street  
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, Suite 1130  
Plymouth, MA 02360  
(508) 747-6204  
215 Main Street, Suite 220  
Brockton, MA 02301  
(508) 897-5400 ext. 2964

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

24 New Chardon Street, 3rd Floor  
P.O. Box 9667  
Boston, MA 02114  
(617) 788-8301

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

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

## PART 5—DISTRICT ATTORNEY’S VICTIM WITNESS ASSISTANCE PROGRAMS

The District Attorney’s Office provides free services to victims of crimes, their family members, and witnesses as mandated by G.L. c. 258B, the Victim Rights Law. Victim witness services often include efforts to reduce stress and trauma in the aftermath of a crime. Victim witness advocates work closely with victims and witnesses during the prosecution of criminal cases. These services may be accessed by contacting the District Attorney’s Office directly. When applicable, the direct lines to Victim Witness Assistance Programs have been included in the list below.

### Barnstable, Dukes, and Nantucket Counties

#### Cape and Islands Victim Witness Assistance Program

3231 Main Street, P.O. Box 455  
Barnstable, MA 02630  
Business: (508) 362-8103  
Fax: (508) 362-1443  
<http://www.mass.gov/capeda/public-safety-assistance/victim-and-witness-assistance/victim-and-witness-unit.html>

#### Cape and Islands Domestic Violence Unit

Business: (508) 362-8113  
<http://www.mass.gov/capeda/community-programs/domestic-violence>

### 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  
<https://www.mass.gov/orgs/berkshire-district-attorneys-office>

#### 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  
<http://bristolda.com/resources>

#### Domestic Violence Unit

Business: (508) 997-0711  
Local Hotline: (508) 999-6636

#### Sexual Assault Unit

Business: (508) 997-0711  
Local Hotline: (508) 999-6636

### Essex County

#### Essex County Victim Witness Assistance Program

10 Federal St., Salem MA, 01970  
Business: (978) 745-6610  
Fax: (978) 744-2161  
<https://www.mass.gov/essex-victim-witness-services>

#### 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  
<http://hampdenda.com/resources>

#### Domestic Violence Prosecution and Intervention Unit

Business: (413) 505-5651  
Fax: (413) 747-5628

#### Sexual Assault Unit

Business: (413) 505-5651  
Fax: (413) 747-5628

### Middlesex County

#### Middlesex County Victim Witness Service Bureau

15 Commonwealth Ave, Woburn, MA 01801  
Business: (781) 897-8490  
Fax: (781) 897-8301  
<http://www.middlesexda.com>

**Domestic Violence Unit**

Business: (781) 897-8300  
Fax: (781) 897-8301

**Sexual Assault Unit**

Business: (781) 897-8300  
Fax: (781) 897-8301

**Norfolk County**

**Norfolk County Victim Witness Assistance Program**

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

**Sexual Assault Unit**

Business: (781) 830-4972  
Fax: (781) 251-0835

**Northwestern District Franklin and Hampshire Counties**

**Northwestern District Victim Witness Assistance Program**

**Northampton**

1 Gleason Plaza. Northampton, MA 01060  
Business: (413) 586-5780  
TDD: (413) 586-9382  
Fax: (413) 584-3635

**Greenfield**

13 Conway Street, Greenfield, MA 01301  
Business: (413) 772-6944

**Belchertown**

205 State Street, Belchertown, MA 01007  
Business: (413) 323-5275

**Orange**

1 Court Square, Orange, MA 01364  
Business: (978) 544-7376

**Domestic Violence Unit**

Business: (413) 586-5780

**Sexual Assault Unit**

Business: (413) 586-5780

**Plymouth County**

**Plymouth County Victim Witness Program**

166 Main Street, Brockton, MA 02301  
Business: (508) 584-8120  
Fax: (508) 586-3578  
Hotline: (508) 583-3306  
<http://www.mass.gov/daplymouth/prosecution>

**Domestic Violence Unit**

Business: (508) 584-8120

**Suffolk County**

**Suffolk County Victim Witness Assistance Program**

1 Bulfinch Place, Boston, MA 02114  
Business: (617) 619-4200  
<http://www.suffolkdistrictattorney.com/victim-assistance/victim-witness-assistance-program>

**Victim Compensation Division**

Business: (617) 727-2200 ext. 2160

**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  
<http://www.worcesterda.com>

**Domestic Violence Unit:**

Business:(508) 755-8601

**Sexual Assault Unit:**

Business:(508) 755-8601

## **PART 6—DEPARTMENT OF CHILDREN AND FAMILIES DOMESTIC VIOLENCE UNITS**

The Department of Children and Families (DCF) works to keep children safe from abuse and neglect and supports young adults (age eighteen to twenty-two) transitioning from DCF to independent living. DCF has four regional offices and twenty-nine area offices. The contact information for each regional office is listed below, along with the specific phone number for their domestic violence units or specialists when applicable. Where there is no phone number for the domestic violence unit, call the general business line and you will be connected to a domestic violence advocate.

### **Massachusetts Department of Children & Families**

Linda Spears, Commissioner  
600 Washington St, 6th Floor  
Boston, MA 02111  
(617) 748-2000 operator  
(617) 748-2400 auto attendant  
Child-at-Risk Hotline: (800) 792-5200  
Fax: (617) 261-7435  
<https://www.mass.gov/orgs/massachusetts-department-of-children-families>

DCF Boston Regional Office  
Esquire Building  
451 Blue Hill Ave.  
Dorchester, MA 02121  
Business: (617) 989-9200  
Fax: (617) 989-9250

DCF Northern Regional Office  
280 Merrimack Street  
Lawrence, MA 01843  
Business: (978) 557-2500  
Fax: (978) 683-7455  
Domestic Violence Specialist: (978) 557-2723  
E-mail: [flora.maldonado@massmail.state.ma.us](mailto:flora.maldonado@massmail.state.ma.us)

DCF Southeastern Regional Office  
110 Mulberry St.  
Brockton, MA 02302  
Business: (508) 894-3700  
Fax: (508) 559-7878  
Domestic Violence Specialists: Jules Simmons (508) 894-3960, Assuncao (508) 894-3976

DCF Western Regional Office  
140 High St., 4th Floor  
Springfield, MA 01105  
Business: (413) 452-3350  
Fax: (413) 781-448239-5851  
Domestic Violence Unit: Sue English (413) 452-3432

## PART 7—SAFEPLAN AGENCIES AND COURTS

SAFEPLAN is the Massachusetts Office for Victim Assistance (MOVA) statewide, court-based program that provides specially trained and certified advocates to help victims of domestic violence, sexual assault, and stalking who are seeking protection from abuse. SAFEPLAN advocates are employed by local community-based domestic violence and sexual assault programs in forty-one district and probate courts across the state. The services they provide to victims are free of charge. The information for the agencies below can be found at <http://www.mass.gov/mova/safeplan/safeplan-agencies-and-courts>.

SAFEPLAN advocates help victims of domestic violence, sexual assault, and stalking in several ways:

- personalized safety planning;
- assistance obtaining 209A restraining orders (also called protective orders) and 258E harassment prevention orders (HPO) from the court;
- make referrals to local support services;
- provide information on legal and safety options; and
- accompany the victim to protective order hearings.

### Barnstable County

#### Independence House

160 Bassett Lane, Hyannis, MA 02601

Phone: (508) 771-6507

<http://www.independencehouse.org>

**Serving:** Barnstable Probate and Family Court, Barnstable District Court, Falmouth District Court, Orleans District Court

### Berkshire County

#### Elizabeth Freeman Center

43 Francis Ave.

Pittsfield, MA 01201

Phone: (413) 499-2425

Fax: (413) 443-3016

**Serving:** Berkshire Probate and Family Court, Northern Berkshire District Court (North Adams), Southern Berkshire District Court (Great Barrington)

### Bristol County

#### New Bedford Women's Center

405 Country Street, New Bedford, MA 02740

Phone: (508) 996-3343

**Serving:** Bristol County Probate and Family Court (New Bedford), New Bedford District Court

#### The Women's Center at Stanley Street Treatment and Resource Center

386 Stanley Street, Fall River, MA 02720

Phone: (508) 324-3500

**Serving:** Bristol County Probate Court (Fall River), Fall River District Court

#### New Hope, Inc.

140 Park Street, Attleboro, MA 02703

Phone: (508) 226-4015

**Serving:** Attleboro District Court, Taunton District Court, Taunton Probate and Family Court

### Essex County

#### YWCA of Northeastern Massachusetts

**(Previously YWCA of Greater Lawrence)**

38 Lawrence Street, Lawrence, MA 01840

Phone: (978) 687-0331

**Serving:** Haverhill District Court, Lawrence District Court, Lawrence Probate and Family Court

#### Healing Abuse Working for Change (HAWC)

27 Congress Street, Salem, MA 01970

Phone: (978) 744-8552

**Serving:** Lynn District Court, Salem Probate and Family Court, Salem District Court

### Franklin County

#### New England Learning Center for Women in Transition (NELCWIT)

10 Park Street, Greenfield, MA 01301

Phone: (413)-772-0871

**Serving:** Franklin County Probate and Family Court, Greenfield District Court, Orange District Court

### Hampden County

#### Womanshelter/Compañeras, Inc.

P.O. Box 1099

Holyoke, MA 0104

Phone: (413) 538-9717

**Serving:** Hampden County Probate and Family Court, Chicopee District Court, Holyoke District Court



## Hampshire County

### YWCA of Western Massachusetts

1 Clough Street, Springfield, MA 01108

Phone: (413) 732-3121

**Serving:** Hampshire County Probate and Family Court, Eastern Hampshire District Court (Belchertown), Northampton District Court, Westfield District Court

## Middlesex County

### Greater Boston Legal Services

197 Friend Street, Boston, MA 02114

Phone: (617) 371-1234

**Serving:** Middlesex County Probate and Family Court

### YWCA of Central MA, Inc./BWR

14 Monument Square, Suite 400, Leominster, MA 01453

Phone: (978) 537-8601

**Serving:** Ayer District Court

## Plymouth County

### A New Day

P.O. Box 4206, Brockton, MA 02403

Phone: 508-588-2045

**Serving:** Brockton District Court, Brockton County Probate and Family Court (Brockton)

### South Shore Women's Resource Center

P.O. Box 6237, North Plymouth, MA 02362

Phone: (508) 746-4688

**Serving:** Plymouth County Probate and Family Court (Plymouth), Hingham District Court, Plymouth District Court, Wareham District Court

## Worcester County

### YWCA of Central MA, Inc./Daybreak

1 Salem Square, Worcester, MA 01608

Phone: 508-767-2505

**Serving:** Worcester County Probate and Family Court, Worcester District Court

### YWCA of Central MA, Inc./BWR

14 Monument Square, Suite 400, Leominster, MA 01453

Phone: (978) 537-8601

**Serving:** Clinton District Court, Fitchburg District Court, Gardner District Court, Leominster District Court, Winchendon District Court

### New Hope, Inc.

140 Park Street, Attleboro, MA 02703

Phone: (508) 226-4015

**Serving:** East Brookfield District Court, Dudley District Court, Westborough District Court, Milford District Court, Uxbridge District Court

## **PART 8—DEPARTMENT OF TRANSITIONAL ASSISTANCE DOMESTIC VIOLENCE UNIT**

Every DTA office has staff members who are experienced in the field of domestic violence. For general information about the Domestic Violence Unit, call the DTA assistance line at (877) 382-2363 or visit the website at <http://www.state.ma.us/dta>. The following is a list of domestic violence specialists in each DTA office. Spanish-speaking specialists and professional interpreter services for all other languages are available.

### **Southeast Region**

Brockton (Coordinator): (508) 895-7163  
Fall River: (508) 646-6299  
Hyannis: (508) 862-6614  
New Bedford: (508) 961-2013  
Plymouth: (508) 732-3117  
Taunton: (508) 884-5354

### **Greater Boston Region**

Coordinator: (617) 989-2205  
Dudley Square: (617) 989-6075  
Chelsea Center: (617) 551-1724  
New Market: (617) 249-8140  
Quincy: (617) 249-8140

### **Northeast and Central Regions**

Coordinator: (508) 661-6627  
Malden: (781) 388-7394  
Fitchburg: (978) 665-8713  
Framingham: (508) 661-6627  
Lawrence: (978) 725-7155  
Lowell: (978) 446-2414  
North Shore: (978) 825-7448  
Worcester: (508) 767-3115

### **Western Region**

Greenfield (Coordinator): (413) 772-3418  
Holyoke: (413) 52-5420  
Springfield: (413) 858-1080; (413) 858-1155  
Pittsfield: (413) 236-2014  
Southbridge: (508) 765-2426

## PART 9—SUPERVISED VISITATION CENTERS

There are many supervised visitation centers in Massachusetts. A current list can be found at <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 at <http://www.svnetwork.net>.

### Barnstable County

#### Community & Family Resources Visitation Center – Hyannis

35 Winter Street, Suite 100B  
Hyannis, MA 02601  
Business: (508) 778-1980  
Fax: (508) 771-1935

### Berkshire County

#### Elizabeth Freeman Center

43 Francis Ave  
Pittsfield, MA 01201  
Business: (413) 499-2425  
Fax: (413) 443-3016

### Bristol County

#### Seven Hills Behavioral Health Safe Child Visitation Center

1402 Pleasant Street  
Fall River, MA 02723  
Business: (508) 646-3521

#### Community and Family Resources Visitation Center – Taunton

152 Dean Street, Suite 1  
Taunton, MA 02780  
Business: (508) 824-1342  
Fax: (508) 824-1342

### Dukes County

#### Martha’s Vineyard Community Services

11 Edgartown Road  
Vineyard Haven, MA 02568  
Business: (508) 693-7900  
Fax: (508) 693-7192  
TTY: (508) 684-8176  
[info@mvcommunityservices.com](mailto:info@mvcommunityservices.com)

### Nantucket County

#### A Safe Place, Inc. Supervised Visitation Program

24 Amelia Drive  
Nantucket, MA 02554  
Business: (508) 228-0561  
Fax: (508) 228-8825

### Essex County

#### Alternative House – Haverhill

P.O. Box 2100  
Lowell, MA 01851  
Business: (978) 937-5777  
Fax: (978) 937-5595

### Franklin County

#### Franklin County Children’s Visitation Program, a program of the New England Learning Center for Women in Transition

479 Main Street  
P.O. Box 520  
Greenfield, MA 01302  
Business: (413) 772-0871 ext. 119  
[fccvp@nelcwit.org](mailto:fccvp@nelcwit.org)

### Hampden and Hampshire Counties

#### YWCA Visitation Centers

1 Clough Street, Springfield, MA 01118  
Business: (413) 732-3121  
Fax: (413) 747-0542

#### YWCA Visitation Center – North

1 Clough Street, Springfield, MA 01118  
Business: (413) 732-3121  
Fax: (413) 747-0542

#### Specialized Counseling Services, Inc.

380 Union Street  
West Springfield, MA 01089  
Business: (413) 731-5582  
Fax: (413) 731-7999

### Middlesex County

#### Alternative House – Lowell

P.O. Box 2100  
Lowell, MA 01851  
Business: (978) 937-5777  
Fax: (978) 937-5595

**Family Skill Building Program, Council of Social Concern**

2 Merrimac Street  
Woburn, MA 01801  
Business: (781) 935-6495  
Fax: (781) 935-1925

**SMOC Kidspace**

300 Howard Street  
Framingham, MA 01702  
Business: (508) 962-2643  
Fax: (508) 872-4264

**Childsafe Visitation Center**

945 Concord St.  
Framingham, MA 01475  
Business: (978) 660-1065  
Fax: (617) 249-0224  
childsafecomcast.net

**The Guidance Center – Meeting Place**

5 Sacramento Street  
Cambridge, MA 02138  
Business: (617) 354-2275 x145  
Fax: (617) 547-4356  
Jeanette McCue, MA, LMHC  
Somerville, MA  
Business: (617) 997-6645

**Norfolk County**

**Community and Family Resources Visitation Center – Quincy**

180 Old Colony Ave.  
Quincy, MA  
Business: (617) 742-1389; (508) 584-2185  
Fax: (508) 588-6186

**Plymouth County**

**Community and Family Resources Center – Brockton**

500 Belmont St., Suite 302  
Brockton, MA 02301  
Business: (508) 584-2185  
Fax: (508) 588-6186

**Community and Family Resources Visitation Center – Brockton**

250 Belmont Street  
Brockton, MA 02301  
Business: (508) 584-2809  
Fax: (508) 584-1030

**Seven Hills Behavioral Health – Family center**

64 Industrial Park Road  
Plymouth, MA  
Business: (508) 927-8888

**Suffolk County**

**Children’s Services of Roxbury Family Visitation Program**

520 Dudley Street  
Roxbury, MA 02119  
Business: (617) 445-6655 ext. 314  
Fax: (617) 445-0940

**Worcester County**

**New Hope, Inc. MJ Leadenham Family Visitation Center**

91 Prescott Street  
Worcester, MA 01605  
Business: (508) 753-3146  
Fax: (508) 753-3148

## PART 10—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 Children and Families (DCF), Commonwealth of Massachusetts**

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

When using DCF, 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 DCF are white school-age through teenage, school-age sibling groups, minority race children, or those with physical, mental or emotional challenges. The majority of DCF 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) 641-8500

#### **Northeast Unit**

Everett Mills, 15 Union Street, 2nd Floor, Lawrence,  
MA 01840  
(978) 557-2500

#### **Southeast Unit**

165 Quincy Street, Brockton, MA 02301  
(508) 897-2000

#### **Central Unit**

13 Sudbury Street, Worcester, MA 01609  
(508) 929-2000

#### **West Unit**

140 High Street, 5th Floor, Springfield, MA 01105

(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  
<http://www.mareinc.org>

### Licensed Private Adoption Agencies

#### **Acton**

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

36 Knox Trail, Suite 206, Acton, MA 01720  
Mailing Address: 2352 Main St., Suite 206, Concord,  
MA, 01742  
(978) 263-5400  
[c,d,e,f,h,i,p]

#### **Attleboro**

##### **Adoption Options at Jewish Family Service**

901 North Main Street, Attleboro, MA 02703  
(800) 337-6513  
[b,c,e,h,i,k,p]

#### **Boston**

##### **Boston Adoption Bureau**

14 Beacon Street #613, Boston, MA 02108  
(617) 520-2048  
[c,d,e,h,i,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 Ave., Boston, MA 02215-2801  
(617) 267-1031  
[f,g,k,m,p]

**DARE Family Services, Inc.**

265 Medford St., Suite 500, Somerville, MA 02143  
(617) 629-2710  
[f,g,h,i,m]

**The Home for Little Wanderers**

10 Guest Street, Boston, MA 02135  
(888) 466-3321  
[b,c,d,e,f,h,i,m,n,p]

**Brookline**

**Post-Adoption Resource Center/Children's Legal Services**

4 Cypress Street, Brookline, MA 02445  
(617) 778-6213  
[b,d,e,h,i,k,p]

**China Adoption with Love, Inc.**

251 Harvard Street, #19 & 20, Brookline, MA 02446  
(617) 731-0798  
[a,h,n,p]

**AAA Full Circle Adoptions**

1025 Massachusetts Avenue, Arlington, MA 02476  
(413) 587-0007  
[b,c,d,e,f,h,i,p]

**Cambridge**

**Adoption Resource Associates**

245 First Street, 18th Floor, 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]

**Fall River**

**Adoption by Choice**

(Catholic Social Services of Fall River Inc.)

1600 Bay Street, Fall River, MA 02724  
(508) 674-4681  
[b,c,d,e,f,h,m]

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

66 Troy Street, Fall River, MA 02720  
(508) 676-5708  
[b,c,d,e,f,h,i,m,p]

**Framingham**

**Adoption Choices**

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

**Mattapoiset**

**Southeastern Adoption Services—SEAS**

8 Prospect Dr., Mattapoiset, MA 02739  
P.O. Box 356, Marion, MA 02738  
(508) 758-4801  
[b,d,e,h,i,p]

**Needham**

**Alliance for Children, Inc.**

17 Oak Street, Needham, MA 02492  
(781) 431-7148  
[a,b,c,d,e,f,h,i,n,p]

**Newton**

**Adoptions With Love, Inc.**

246 Walnut St. Suite 103, Newton, MA 02460  
(800) 722-7731  
[c,d,p]

**Northampton**

**AAA Full Circle Adoptions**

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

**Pittsfield**

**Berkshire Children and Families**

Berkshire County, 480 West Street, Pittsfield, MA 01201  
(413) 448-8281 or (888) 742-7443  
[b,c,d,e,f,h,i,m,p]

**South Dennis**

**Good Hope Adoption Services**

900 Route 134, Unit 3-30, South Dennis, MA 02660  
(508) 385-7815  
[a,b,h,i,k]

**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  
 (800) 533-4336  
 [b,c,d,e,f,h,i,p]

**Wide Horizons For Children, Inc.**

375 Totten Pond Road, Suite 400, Waltham, MA 02451  
 (800) 729-5330  
 [a,b,c,d,e,h,i,n,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**

30 Harvard Street, Worcester, MA 01608  
 [a,c,e,f,h,i,m]

## PART 11—MEDIATION SERVICES

The Massachusetts Trial Court offers court-connected ADR as an alternative to litigation in every Trial Court Department. Court-connected ADR is governed by the Uniform Rules on Dispute Resolution, Supreme Judicial Court Rule 1:18. For a list of court-connected approved programs for alternative dispute resolutions, see <https://www.mass.gov/alternative-dispute-resolution-and-mediation>.

### ***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**

116 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, and 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](mailto: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](mailto: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](mailto: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.

### **Medford**

#### **Solutions for Living**

200 Boston Avenue, Suite 1900  
Medford, MA 02155  
Phone: (781) 306-1180  
E-mail: (781) 306-1187  
Fax: (781) 306-1190  
<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  
<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 12—IMMIGRATION ISSUES

Below 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 your 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>

The AILA search engine may be used to assist individuals in narrowing their choices in selecting a private immigration attorney. The attorneys do not provide pro bono services.

**Cases Handled:** Lawyer referral service for private immigration attorneys.

### ASIAN AMERICAN CIVIC ASSOCIATION 87 Tyler Street, 5th Floor, Boston, MA 02111

Tel: (617) 426-9492

Fax: (617) 482-2316

TTY: (617) 426-9157

[info@aaca-boston.org](mailto:info@aaca-boston.org)

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

**Cases Handled:** AACA is recognized as a voluntary agency by the United States Citizenship and Immigration Services (USCIS). AACA provides counseling on initial entry into the United States, immigrant visa processing, change of status, application procedure for citizenship, and petitioning to bring family members to the United States.

**Immigration Clinic:** The Immigration Clinic is held on Fridays at the AACA office. No appointment is necessary, the clinic is held on a first-come, first-served walk-in basis. The clinic is free for AACA Friends and there are additional fees for petitions and applications.

### CATHOLIC CHARITIES ARCHDIOCESE OF BOSTON

Phone: (617) 464-8100; ask for Consultation for Immigration Department

Clinic hours: Appointment ONLY. There is no longer a walk-in clinic.

Callers must call on Mondays at 9:00 a.m. ONLY to schedule an appointment.

Currently not accepting new asylum cases.

**Cases Handled:** Low-income referrals from within Greater Boston areas. Handle immigration applications; represents clients before U.S. Citizenship and Immigration Services and the Immigration Court. Spanish-speaking attorneys and staff. Other languages available.

**Clinic:** For attorney consultation. By appointment only. Consult fee is \$50; fee can be waived in extreme cases.

**Fees:** Additional nominal fee depending on case type.

### CENTRO PRESENTE

17 Inner Belt Road, Somerville, MA 02143

Phone: (857) 256-2981

Fax: (617) 629-2436

<http://www.cpresente.org>

**Cases Handled:** Legal immigration services including Deferred Action (DACA), NACARA, TPS, family-based petitions, work permit renewals, fingerprints, adjustment of status, citizenship applications.

**Provides:** Spanish, English, and citizenship classes. Will also refer clients to private attorneys.

**Languages spoken:** Spanish, English.

### COMMUNITY LEGAL SERVICES AND COUNSELING CENTER

1 West Street, Cambridge, MA 02139

<http://www.clsacc.org>

Phone: (617) 661-1010

**Fax:** (617) 661-3289

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

**Cases Handled:**

**Immigration:** Services available statewide. Special Immigrant Juveniles (SIJ) Unit is open for both the immigration and probate process to juveniles under age sixteen. If juveniles are over sixteen, the probate process must already be taken care of; otherwise they will be referred elsewhere.

### GREATER BOSTON LEGAL SERVICES IMMIGRATION UNIT

197 Friend Street, Boston, MA 02114

<http://www.gbls.org>

Tel: (617) 371-1234; (800) 323-3205

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

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

**Service Area:** Services are available statewide but concentrated in the Greater Boston area. Callers may be directed to other programs.

**\*\*Closed except for VAWA, U Visa, SIJ, Haitian TPS, and DACA\*\***

**Cases Handled:** GBLS Immigration Unit will handle asylum cases; cases involving domestic violence,

sexual assault, and other crimes; and unaccompanied minors. Telephone intake messages can be left requesting callbacks at (617) 603-1808 and calls will be returned as time permits.

#### **INTERNATIONAL INSTITUTE OF NEW ENGLAND**

(previously **International Institute of Boston**)  
2 Boylston Street, 3rd Floor, Boston, MA 02116  
(617) 695-9990  
15 Warren Street, 2nd Floor, Lowell, MA 01852  
(978) 459-9031  
<http://www.iine.org>

**Case Management:** IINE serves refugees and new immigrants who are overwhelmingly low-income with limited support networks. IINE offers unique services to persecuted immigration populations including refugees, asylees, parolees, unaccompanied immigrant minors reunifying with family, and victims of human trafficking. They have site-specific programming focusing on refugee youth, Central American minors, and Haitian community members. Their staff designs services to address each individual's distinct social, emotional, legal, and vocational needs.

#### **IRISH INTERNATIONAL IMMIGRANT CENTER**

(previously **Irish Immigration Center**)  
1 State Street, Suite 800, Boston, MA 02109  
(617) 542-7654  
<http://www.iiicenter.org>

**Cases Handled:** Provides legal counsel, representation and referrals for immigrants on issues related to U.S. immigration and citizenship. Services are provided regardless of legal status or ability to pay. IIC's Immigration Legal Services also provides some social services, English language classes, and cross-cultural education programming.

**\*\*FREE legal clinics on immigration and U.S. citizenship issues. Call in advance to confirm clinics are being held.\*\***

#### **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.nlgmasslawyers.org>

**Intake:** (Speakers in English only) Mon.–Fri. 9:00 a.m.–4:00 p.m. Clients can leave message or complete an online form at any time. No walk-in service.

**Service Area:** Massachusetts

Immigration Law Workshops provide participants with information on basic immigration law including: perally concerns, right to legal representation, visas, citizenship, traveling, criminal convictions, and admissions to criminal court, and detention and deportation. Contact [nlgmass-slc@igc.org](mailto:nlgmass-slc@igc.org) or (617) 227-2335.

**Cases Handled:** 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. Initial phone calls are free, while attorneys set their own fees on a case-by-case basis.

#### **POLITICAL ASYLUM / IMMIGRATION REPRESENTATION (PAIR) PROJECT**

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

[enoureddine@pairproject.org](mailto:enoureddine@pairproject.org)

Pro Bono Asylum Program appointments:

[msanchez@pairproject.org](mailto:msanchez@pairproject.org)

<http://www.pairproject.org>

**Cases Handled:** Provides free legal services to secure the safety and freedom of asylum seekers and to promoting the rights of immigration detainees. They provide free legal representation of asylum-seekers and immigration detainees, referrals to reduced-fee private immigration and pro bono attorneys, “Know Your Rights” presentations to communities and legal orientation in detention. PAIR also runs the Asylum intake project funded by Cummings Foundation.

## PART 13—SERVICES FOR LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUEER (LGBTQ+) SURVIVORS OF DOMESTIC VIOLENCE

The organizations below specialize in providing legal resources and support for LGBTQ+ individuals, both pertaining to interpersonal sexual violence and instances of discrimination.

### 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: [info@emergedv.com](mailto:info@emergedv.com)

<http://www.emergedv.com>

**Services provided:** Emerge is a certified “Batterer Intervention” program. Emerge provides support, counseling, and education for domestic abusers and survivors. They have developed services for Lesbian, Gay, Bisexual and Transgender (LGBT) abusers. LGBT persons should call the office and make an appointment.

### FENWAY VIOLENCE RECOVERY PROGRAM (VRP)

Phone: (617) 927-6250

Toll-Free: (800) 834-3242 (Option for anonymous reporting of a hate crime or same-sex domestic violence)

1340 Boylston Street, 7th Floor, Boston, MA 02215

Hours: Mon.–Thurs. 8:00 a.m.–7:00 p.m., Fri. 8:00 a.m.–5:00 p.m.

75 Kneeland Street, 2nd Floor, Boston, MA 02111

Hours: Mon.–Thurs. 9:00 a.m.–6:00 p.m., Fri. 9:00 a.m.–5:00 p.m.

Walk-ins on Fridays from 12:00 p.m.–2:00 p.m.

Counseling and Advocacy services are also offered in Western Massachusetts and Cape Cod. All calls may be directed to the main phone line.

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

<http://www.fenwayhealth.org>

**Services provided:** The VRP provides counseling, advocacy, and referral services to lesbian, gay, bisexual and transgender (LGBT) victims of bias crime, domestic violence, sexual assault, and police misconduct. Other services include a support group for LGBT domestic violence and sexual assault survivors, 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.

### THE NETWORK/LA RED

PO Box 6011 Boston, MA 02114

Office: (617) 695-0877

Fax: (617) 423-5651

Hotline: (617) 742-4911

Toll-Free Hotline: (800) 832-1901

TTY: (617) 227-4911

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

<http://tnlr.org/en>

**Services provided:** The Network/La Red is a survivor-led, social justice organization that works to end partner abuse in lesbian, gay, bisexual, transgender, BDSM, polyamorous, and queer 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, gay, bisexual, queer, and/or transgender (LGBQ/T), their children, and pets. 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 14—INTERNET RESOURCES

There are many Internet resources containing family law information and guidance. This is an alphabetical list of sites intended to assist legal services advocates and clients. It is by no means exhaustive.

### **The Civil Legal Aid for Victims of Crime Initiative (CLAVC)**

<https://massclavc.org>

CLAVC helps victims of crime throughout Massachusetts with their related civil legal problems—including family law, housing, immigration, disability rights, child welfare, education, consumer, identity theft, employment rights, and public benefits.

Six regional CLAVC-funded legal aid programs offer a wide variety of civil legal services to victims of crime who live in that program's geographic service area. Services include housing, public benefits, family law, immigration, consumer law, health law, disability law, education, elder law, veterans rights, employment rights, and more.

Three statewide CLAVC-funded legal aid programs offer specialized civil legal services to victims of crime in the areas of children's rights, disability rights, and rape and sexual assault.

To get help from a CLAVC lawyer, applicant must: (1) be a victim or a survivor of a crime; (2) have a civil (noncriminal) legal problem that is a result of that crime; and (3) live in Massachusetts, or the legal problem must be in Massachusetts.

The crime does not need to have been reported to the police or prosecuted.

### **Aunt Bertha**

<https://www.auntbertha.com>

Aunt Bertha allows users to search by Zip code for free or reduced-cost services such as medical care, food, job training, and more.

### **Office of Child Support Enforcement (OCSE)**

<https://www.acf.hhs.gov/css/child-support-professionals>

The Office of Child Support Enforcement (OCSE) promotes effective child support enforcement tools and family-centered customer service. Their website offers 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.

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

<http://www.bostonabcd.org>

Action for Boston Community Development (ABCD) is Boston's antipoverty agency, serving more than 100,000 low-income Greater Boston residents through its citywide 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, they 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.

### **Children's Rights Council**

<http://www.crckids.org>

The Children's Rights Council 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.

### **Center for Law and Social Policy (CLASP)**

<https://www.clasp.org>

The Center for Law and Social Policy (CLASP) 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.

### **Council of State Governments Justice**

<https://cleanslateclearinghouse.org/>

The Council of State Governments Justice has many features including: (1) summarizing record clearing law for each state, to assist new advocates and laypeople; (2) providing advocates with legal and other resources; and (3) identifying organizations at which people with records can seek advice and representation.

### **Coming Home Directory**

<http://www.cominghomedirectory.org>

Coming Home Directory provides extensive information on social and legal services available to ex-offenders returning to or living in communities in Greater Boston.

### **Massachusetts Courts Self-Help Center**

<https://www.mass.gov/topics/courts-self-help-center>

The Courts Self-Help Center provides information on how the Massachusetts court system operates, how to find a lawyer, and how to locate other legal services. The site provides extensive information on civil appeals, abuse and harassment court orders, criminal law, family matters, guardianship, housing, name changes, small claims, traffic tickets, and probate of

wills and estates. Additionally the site provides a glossary of court terms, advice for preparing for court, and representing yourself in a civil case.

**Massachusetts Network of Information Providers for People with Disabilities (MNIP)**

<https://www.disabilityinfo.org/resources/mnip>

The Massachusetts Network of Information Providers for People with Disabilities (MNIP), coordinated by INDEX, is a collaborative effort of more than 130 agencies in Massachusetts. Network members disseminate disability-specific information and make referrals to the public for free.

**DivorceNet**

<http://www.divorcenet.com>

This site offers state-specific articles, an online community, and a nationwide directory of divorce lawyers, mediators, and financial professionals.

**Employee Benefits Security Administration—Determining Qualified Status and Paying Benefits FAQs**

<https://www.dol.gov/agencies/ebsa/about-ebsa/our-activities/resource-center/faqs/qdro-determining-qualified-status-and-paying-benefits>

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.

**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. It also answers frequently asked questions about abuse. The website 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.

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

<http://www.glad.org>

Gay & Lesbian Advocates & Defenders (GLAD) 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.

**Hague Convention on the Civil Aspects of International Child Abduction**

<https://www.hcch.net/en/instruments/conventions/full-text/?cid=24>

The Hague Convention on the Civil Aspects of International Child Abduction aims to secure the return of children who are wrongfully removed or retained in a contract state and ensure that custody rights are respected in both contracting states and throughout the return process. A list of contracting states (those who have ratified the convention) is also listed on this site.

**Health Care for All**

<https://www.hcfama.org>

Health Care for All 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.

**Health Law Advocates (HLA)**

<https://www.healthlawadvocates.org>

Health Law Advocates (HLA) is a nonprofit public interest law firm whose mission is to provide pro bono legal representation to low income residents experiencing difficulty accessing or paying for needed medical services. HLA provides free legal services to clients including representation and class-action litigation. They specialize in challenging denials of health insurance (commercial and public), denials of coverage, protecting patients from illegal billing and collection practices and obtaining health care through state agencies and school systems. Their website includes information on intake procedure and resources including a guide to appeals and mental health parity tool kit.

**IdentityTheft.gov**

<http://identitytheft.gov>

One-stop website offers array of new tools for identification theft victims. Free recovery plans will assist consumers in alerting police, credit agencies, and IRS.

**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.

**Legal Information Institute—Uniform Matrimonial and Family Laws Locator**

**<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.

**Mass.gov Trial Court Libraries**

**<http://www.mass.gov/courts/case-legal-res/law-lib>**

This is the state trial court law libraries website. It has information on numerous legal issues and a section where clients can ask a librarian.

**Legal Resource Finder**

**<http://www.masslrf.org>**

Screens applicants and provides contact information for legal aid programs, nonprofits, government agencies and court based programs that may be able to help with legal issues. Provides links to legal information and self-help materials.

**Massachusetts Legal Answers Online**

**<http://www.masslao.org>**

Massachusetts Legal Answers Online is a website where low-income Massachusetts residents can post their civil (noncriminal) legal question. Volunteer attorneys will answer the question through the same website.

**MassLegalServices**

**<http://www.masslegalservices.org>**

MassLegalServices provides resources and information 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 statewide.

**MassLegalHelp**

**<http://www.masslegalhelp.org>**

MassLegalHelp 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.

**MASS 211**

**<http://www.mass211.org>**

Website where clients can access social services agency phone numbers throughout the state.

**Mass.gov**

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

Website for the Commonwealth of Massachusetts. Clients can access information about all three branches of state government.

**Child Support Enforcement Division (CSE)**

**<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 CSE 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.

**Department of Transitional Assistance (DTA)**

**<http://www.mass.gov/dta>**

The Department of Transitional Assistance (DTA) is 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.

**Department of Children and Families (DCF)**

**<https://www.mass.gov/orgs/massachusetts-department-of-children-families>**

The Department of Children and Families (DCF) works in partnership with families and communities to keep children safe from abuse and neglect. Their website contains information on their programs, services, and locations around the Commonwealth.

**Mass.gov Domestic Violence Programs**

**<https://www.mass.gov/service-details/domestic-violence-programs>**

State and national resources for victims of domestic violence and professionals who deal with it.

**MASSCAP**

**<https://www.masscap.org>**

Provides access to the various of community action programs throughout Massachusetts. The MASSCAP programs are typically organized regionally.

**National Center for Missing & Exploited Children (NCMEC)**

**<http://www.missingkids.com>**

The National Center for Missing & Exploited Children (NCMEC) is a nonprofit whose mission is to help find missing children, reduce child sexual exploitation, and prevent child victimization. The site contains detailed information on federal laws regarding the sexual exploitation of children. The NCMEC's Family Abduction Unit consists of case management teams which provide legal technical information and support for families. This unit would be especially useful in the event that custody battles result in parental abductions. NCMEC has additional resources for international family abductions, child runaways.

**National Legal Resource Center**

**<https://nlrc.acl.gov>**

General information on a national level about numerous legal issues that impact elders.

**National Consumer Law Center**

**<http://www.nclc.org>**

National Consumer Law Center works with nonprofit and legal services organizations, private attorneys, policymakers, and federal and state governments and courts to stop exploitative practices, help financially stressed families build and retain wealth, and advance economic fairness. The website work covers a broad range of issues, including consumer protection, unfair and deceptive acts and practices, privacy rights, civil rights, and employment.

**Professional Academy of Custody Experts (PACE)**

**<http://pace411.com>**

The Professional Academy of Custody Experts (PACE) 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. The site contains information on materials and resources to be used in evaluating custody and useful links to related sites.

**Sargent Shriver National Center on Poverty Law**

**<http://www.povertylaw.org>**

The Sargent Shriver National Center on Poverty Law works to advance laws and policies to secure justice and improve the lives and opportunities of people living in poverty. The site contains many online resources and links to related websites. They also provide the Clearinghouse Community, a space for advocates to connect and share tools and resources for advocating on

the behalf of low-income people. Additionally, they publish monthly articles with information and analysis of poverty law, advocacy strategy, and legal theories. An archive of fifty years' worth of articles can be found on their website.

**Project Bread**

**<http://www.projectbread.org>**

Project Bread provides information concerning hunger and health. It helps individuals enroll in state and federal nutrition programs and refer them to local food resources. Their website has helpful links to resources like GettingSNAP.org, and Meals4Kids and the FoodSource Hotline, which provides statewide information and referrals for people facing hunger.

**Social Security Administration**

**<http://www.ssa.gov>**

The Social Security Administration website provides online resources for advocates and those receiving benefits through SSA.

**National Consumer Law Center's Student Loan Borrower Assistance Project**

**<http://www.studentloanborrowerassistance.org>**

The National Consumer Law Center's Student Loan Borrower Assistance Project is a resource for borrowers, their families, and advocates representing student loan borrowers. The website features a wide range of questions and answers about student debt.

**Support Kids**

**<http://www.supportkids.com>**

Support Kids is 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.

**Pension Action Center**

**<https://www.umb.edu/pensionaction>**

The Pension Action Center is part of UMass Boston's Gerontology Institute. It strives to improve retirees' and workers' standard of living in retirement through individual case advocacy, referrals, issue analysis, and reform of public policy.

**National Association of Working Women**

**<http://www.9to5.org>**

The National Association of Working Women 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 have experienced any form of discrimination. The website offers resources and links regarding employment.

## PART 15—MISCELLANEOUS

For access to more resources, visit the MassCAP website (<http://www.masscap.org>), Mass 211 (<http://www.mass211.org>), or Aunt Bertha (<http://www.auntbertha.com>). In addition to the Legal Services in Part 2, the Internet Resources in Part 14, and the social services section of the ERLI Intake Update, this is a list of other social service agencies.

### Food, Clothing, Nutrition, Housing

#### Good Neighbor Energy Fund

Eastern Massachusetts: (800) 334-3047  
 Western Massachusetts: (800) 262-1320  
<http://www.magoodneighbor.org>  
 Fuel assistance to low-income families during the winter months.

#### Low Income Home Energy Assistance Program

(617) 573-1100  
<https://www.mass.gov/service-details/low-income-home-energy-assistance-program-liheap>  
 Fuel assistance to low-income families during the winter months.

#### 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

Main Office: (617) 437-6200  
 Cambridge Office: (617) 661-3040  
 Hours: (Boston) Monday–Friday: 9:00 a.m.–5:00 p.m.  
 (Cambridge) Monday–Friday 9:00 a.m.–5:00 p.m.  
<http://www.aac.org>  
 Information, referrals and support for HIV- and AIDS-related issues.

#### Al-Anon

(508) 366-0556  
 E-mail: [LDCOFMA@aol.com](mailto:LDCOFMA@aol.com)  
<http://ma-al-anon-alateen.org>  
 Support for family members affected by alcoholism or other substance abuses

#### Alcohol and Drug Hotline

(800) 327-5050  
 TTY: 888-448-8321  
 Monday–Friday 8:00 a.m.–10:00 p.m., Weekends 8:00 a.m.–6:00 p.m.  
<http://www.helpline-online.com>  
 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. Language interpreters are always available.

#### Children’s Medical Security Plan

(800) 841-2900  
<http://www.mass.gov/eohhs/consumer/insurance/more-programs/childrens-medical-security-plan.html>  
 Provides certain uninsured children and adolescents under the age of 19 with primary and preventive medical and dental coverage.

#### Health Care for All

(800) 272-4232  
<https://www.hcfama.org>  
 Advocacy and help with getting health care.  
 Languages: Spanish, Portuguese

#### Planned Parenthood

Greater Boston Health Center: (800) 258-4448  
 Office: (617) 616-1660  
 Patient Services: (617) 616-1600  
 Hotline: (617) 616-1616  
<https://www.plannedparenthood.org/planned-parenthood-massachusetts>  
 Referrals for reproductive health services and information.

#### Health Insurance and Governmental Assistance

#### Healthy Start

(888) 488-9161  
 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.

#### MassHealth Customer Service Center

(800) 841-2900  
 E-mail: [providersupport@mahealth.net](mailto:providersupport@mahealth.net)

#### 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

<http://childrenstrustma.org>

Referrals to parent education programs and support groups.

**Early Intervention Services Program**

(617) 624-5975

<http://www.mass.gov/eohhs/gov/departments/dph/programs/family-health/early-intervention/>

Developmental assessment, intervention and family support services for children under three.

**Grandparents Raising Grandchildren**

(617) 748-2454

<http://www.massgrg.com/web/index.html>

Referrals to support groups for grandparents raising their grandchildren; free resource directory.

Language: Spanish

**Massachusetts Society for the Prevention of Cruelty to Children**

(617) 983-5800

<http://www.msppcc.org>

Information and referrals to child abuse prevention and home visiting services.

**Parental Stress Line**

(800) 632-8188

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

Toll-free 24/7 confidential helpline including counseling, support and information for parents.

Translator services available.

Confidential counseling, support and information for parents.

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