



ANSWERS

for the LGBTQ Community

Massachusetts

Resource List

December 2014

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NOTE: See the following publications for additional resources:

- *Immigration Issues and Resources* at:
<http://www.glad.org/uploads/docs/publications/immigration-issues-and-resources.pdf>
- *Resources for Prisoners and Ex-Offenders in New England* at:
<http://www.glad.org/uploads/docs/publications/resources-for-prisoners-and-ex-offenders-in-ne.pdf>
- *Transgender Resources* at:
<http://www.glad.org/uploads/docs/publications/trans-resources.pdf>
- *Housing Discrimination Resources* at:
<http://www.glad.org/uploads/docs/publications/housing-discrimination-ma.pdf>

LEGAL

Greater Boston Legal Services

GBLS's mission is to provide free legal assistance to as many low-income families as possible to help them secure some of the most basic necessities of life. GBLS only works on civil, non-criminal issues, in Boston and 31 neighboring cities and towns, and for individuals and families whose income fits the criteria. Towns served and income eligibility guidelines are on the GBLS website.

Main Office

197 Friend Street

Boston, MA 02114

Tel: 617-371-1234; 1-800-323-3205 (toll-free)

Boston Bar Legal Referral Service

Run by the Boston Bar Association, the Legal Referral Service helps people find the right lawyer. You can request an attorney [online](#) or by telephone. These inquiries are free, and trained staff will help identify your legal problem and give you a referral based on your unique needs. In addition, when you tell your attorney you were referred by the Boston Bar, they will guarantee the first half-hour at a fraction of the cost of their regular fees. Online referrals will be sent to your e-mail address within 1 business day.

Tel: 617-742-0625; 1-800-552-7046 (toll-free)

Monday through Thursday, 8:30 A.M. to 5:30 P.M.; Friday, 8:30 A.M. to 5:00 P.M.

Online referral form: <http://www.bostonbarlawyer.org/contact>

MassLegalServices

MassLegalServices coordinates two websites: www.MassLegalHelp.org & www.MassLegalServices.org. MassLegalHelp.org offers an [online search](#) through available Massachusetts Civil Legal Services Programs for low-income Massachusetts residents. MassLegalServices.org offers similar resources, but is directed towards advocates and social service professionals. Information is available in English, Spanish, Portuguese, Russian and Vietnamese.

Massachusetts Bar Association (MBA) Lawyer Referral Service

The MBA offers lawyer referral services for a fee by phone, online, and by mail. The MBA also offers free legal advice on the first Wednesday of the month between 5:30 P.M. and 7:30 P.M. via the Dial-A-Lawyer service. To use Dial-A-Lawyer, call 617-338-0610 or (877) 686-0711 (toll-free).

Tel: (617) 654-0400 or (866) MASS-LRS (Toll-Free)

Online Referral Form: <http://www.masslawhelp.com/lrs-online-request-form.aspx>

Mailing address:

MBA/LRS

20 West St.

Boston, MA 02111-1204

Legal Advocacy and Resource Center (LARC)

LARC runs a hotline for low-income Massachusetts residents with legal problems, answering questions about legal rights and eligibility for free legal representation from legal service agencies in Massachusetts. The LARC hotline also provides referrals to appropriate free legal services, private bar panels who may be able to handle cases for a fee, and appropriate social services and government agencies. The LARC focuses on cases involving housing, family law, public benefits, employment issues, consumer issues, CORI issues, and veterans; and restricts services for low income individuals (less than 300% of the Federal Poverty Income Guidelines) and individuals who are 60 years old or older. The LARC also has a dedicated Statewide Helpline for Massachusetts senior citizens (60 years or older) to provide free legal information, advice and referrals.

LARC Hotline: 617-603-1700 or 1-800-342-LAWS (toll-free)

Hotline Hours: Monday 9:00 A.M. to 12:00 P.M. and Tuesdays - Fridays from 9:00 A.M. to 1:00 P.M.

Massachusetts Senior Legal Helpline: 1-866-778-0939

The Bar Association of Norfolk County Free Evening Legal Clinics

A panel of attorneys experienced in all areas of the law will be available for a one on one consultation to discuss legal questions at 6:00 P.M. to 8:00 P.M. on Tuesday evenings, generally at the Quincy District Court. [Click here](#) for a complete listing of dates and locations.

(<http://www.norfolkbarassn.org/clinics/>) For more information about the free legal clinics, contact Adrienne C. Clarke at 617-471-9693.

Bar Association of Norfolk County

15 Cottage Avenue, Suite 206

Quincy, MA 02169

Tel: 617-471-9693

The WilmerHale Legal Services Center

The Legal Services Center is a neighborhood law office in Jamaica Plain and a Harvard Law School clinical teaching facility. The Center assigns law students to handle your case at a below market rate under the direct supervision and guidance of an attorney or paralegal. The Center provides legal assistance regarding disability benefits, estate and permanency planning, consumer law, family law, government benefits, and housing law; and has a Spanish interpreter and access to other language interpreters for in-office case assistance.

The Center provides legal representation on a reduced fee basis to Suffolk County residents with gross annual incomes below about 300% of federal poverty income guidelines. People with gross annual incomes and assets below 187% are not typically charged a fee for the services. Unless waived by a court, you are responsible for all case costs including court fees, subpoenas, service of process, housing inspections, depositions, expert witness fees and evaluations.

The WilmerHale Legal Services Center of Harvard Law School

122 Boylston Street

Jamaica Plain, MA 02130

Tel: 617-522-3003

Pro Bono Legal Project (PBLP) of the Tri-City Community Action Program, Inc. (Tri-CAP)

The PBLP provides legal advice, information, advocacy, referral and representation to low income residents of Malden, Medford, Everett, Melrose, and Wakefield seeking assistance with non-fee generating civil law problems related to housing, family law, unemployment, disability, consumer law and other matters. Other Tri-CAP programs include Housing Opportunities for People With AIDS (HOPWA).

Tri-City Community Action Program, Inc.

110 Pleasant Street, 2nd Floor

Malden, MA 02148

Monday-Friday, 9:00 A.M. - 5:00 P.M. by appointment only

Tel: 781-322-4125

info@tri-cap.org

Disability Law Center (DLC)

The DLC provides information and referrals, advice, short-term assistance, and legal representation for people with disabilities who have disability-related civil legal issues.

Toll Free Helpline: 800-872-9992

mail@dlc-ma.org

www.dlc-ma.org

Harvard Legal Aid Bureau

One of the Harvard Law Clinics. Provides legal assistance in family law, housing and SSI/SSDI.

23 Everett Street

Cambridge, MA 02138

Tel: 617-495-4408

hlab@mail.law.harvard.edu

www.harvardlegalaid.org

Mental Health Legal Advisors Committee (MHLAC)

MHLAC helps children and adults with mental disabilities protect their rights and obtain appropriate services. It provides advice and direct legal representation on a wide range of legal issues including access to services, rights regarding treatment, custody and visitation, guardianship, insurance issues, education, housing and rights in institutional and community settings.

24 School Street, 8th Floor

Boston, MA 02108

Tel: 800-342-9092

Intake@mhlac.org

www.mhlac.org/index.htm

Harvard Defenders

Harvard Defenders, a student practice organization at Harvard Law School, provides free representation to low-income criminal defendants in show-cause hearings before clerk-magistrates. It is open for case intake and referrals Monday – Friday, 9:00 A.M. – 5:00 P.M.

Tel: 617-495-4413

defenders@harvard.law.edu

Health Law Advocates (HLA)

HLA provides free legal assistance to income-eligible individuals who live or work in Massachusetts and are having difficulty obtaining health care or insurance coverage.

30 Winter Street, Suite 1004

Boston, MA 02108

Tel: 617-338-5241

[Contact HLA Form: http://www.healthlawadvocates.org/contact](http://www.healthlawadvocates.org/contact)

Volunteer Lawyers Project (VLP)

The VLP provides representation in civil matter to the indigent of Greater Boston through the pro bono services of private attorneys and paralegals. Service areas include housing, family law, probate, bankruptcy and consumer issues.

99 Chauncy Street, Suite 400
Boston, MA 02111

Intakes done through LARC: 617-603-1700
www.vlpnet.org

JRI Health Law Institute (HLI)

HLI offers legal consultation, advice, advocacy, and/or full representation in cases involving housing, public benefits and consumer issues.

25 West Street, 4th Floor
Boston, MA 02111
Tel: 617-988-8700 X2513
Contact: Anne Singh, asingh@jri.org

MEDIATION

Massachusetts Council on Family Mediation

Provides the names of mediators including a list of mediators for same-sex couples.

www.mcfm.org/

Community Dispute Settlement Center

The Center provides LGBT-sensitive, impartial, trained mediators to help LGBT disputants reach a mutually acceptable solution, in a confidential atmosphere.

60 Gore Street
Cambridge, MA 02141
Tel: 617-876-5376
www.commuitydispute.org

Mediation Works Divorce Mediation

Divorce mediation creates an opportunity for couples to work out the terms of their divorce in less time, with less cost, and often with less hostility and fewer lasting negative effects.

4 Faneuil Hall, Fourth Floor

Boston, MA 02109-1632

Tel: 800-348-4888 x23 (toll free)

Contact: Josh Hoch MWI Director of Mediation & Arbitration Services

jhoch@mwi.org www.mwi.org

CIVIL RIGHTS

Massachusetts Commission Against Discrimination (MCAD)

MCAD is the state's chief civil rights agency. The Commission works to eliminate discrimination on a variety of bases and areas, and strives to advance the civil rights of the people of the Commonwealth through law enforcement, outreach, and training. Gay, lesbian, bisexual, transgender and HIV+ people are protected classes. If you believe you have been discriminated against, you should file a complaint immediately. MCAD cannot accept complaints based on incidents over 300 days old. Offices are in Boston, Springfield, Worcester, and New Bedford. The hours that complaints can be filed at each of the offices can be found here:

<http://www.mass.gov/mcad/offices.html#1> (NOTE: In cases of employment discrimination, the Fair Employment Project, 617-390-2593, may be able to assist you in putting together your complaint to MCAD).

Boston Office

One Ashburton Place

Sixth Floor, Room 601

Boston, MA 02108

Tel: 617-994-6000

Tel: 413-739-2145

Worcester Office

Worcester City Hall

455 Main Street, Room 101

Worcester, MA 01608

Tel: 508-799-8010

Springfield Office

436 Dwight Street

Second Floor, Room 220

Springfield, MA 01103

New Bedford Office

800 Purchase Street, Room 501

New Bedford, MA 02740

Tel: 508-990-2390

American Civil Liberties Union of Massachusetts (ACLUM)

The ACLU of Massachusetts works to preserve and protect the civil liberties and civil rights guaranteed by the U.S. Constitution, especially the principles in the Bill of Rights. ACLUM does not accept legal complaints via e-mail. In general, the ACLUM does not handle cases involving evictions, landlord-tenant disputes, general disputes between employees and employers, criminal prosecutions, divorce, child custody, or wills. Please fax a letter to 617-415-0009 or mail a letter to:

ACLU of Massachusetts

Attn: Legal Intake

211 Congress Street, 3rd Floor

Boston, MA 02110

Volunteers answer the phone at 617-482-3170 and can give referrals to agencies more appropriate for your case or present your case to an ACLU lawyer for review.

Attorney General's Office (AGO) Civil Rights Division

The Division provides information; accepts and reviews complaints alleging violations of civil rights; brings enforcement actions under state and federal laws that prohibit discrimination; enforces the Massachusetts Civil Rights Act by obtaining civil rights injunctions to protect victims of bias-motivated threats, intimidation, coercion and violence; files amicus briefs in civil rights cases; and prosecutes housing discrimination cases when the Massachusetts Commission Against Discrimination has made a finding of probable cause of discrimination and the case has been removed to Superior Court. The AGO does not provide legal representation for individuals. For individual legal representation, contact the Massachusetts Bar Association or Massachusetts Legal Services (information above).

If you believe you have suffered from a hate crime, you should immediately contact your local police department and [file a civil rights complaint](http://www.mass.gov/ago/consumer-resources/your-rights/civil-rights/civil-rights-complaint.html) with the AGO. (<http://www.mass.gov/ago/consumer-resources/your-rights/civil-rights/civil-rights-complaint.html>)

GENERAL HEALTH

Tapestry Health

Tapestry Health offers family planning and reproductive health services and advocacy for the uninsured and underinsured, determining costs using a sliding fee scale based on income and household. Sites in Hampden, Hampshire, Franklin, and Berkshire Counties. Tapestry Health specifically includes an "LGBT Statement," and offers LGBT specific care for HIV testing, safer sex counseling, and clinical breast exams.

Regional Administrative Office

296 Nonotuck Street

Florence, MA 01062

Tel: 413-586-2016; 1-800-696-7752 (toll-free)

Mass 211

2-1-1 is the national abbreviated dialing code for free access to health and human services Information and Referral. Mass 2-1-1 has an existing relationship with Executive Office of Health & Human Services for the development and use of the "Resource Locator," a statewide database. To access the statewide information & referral database known as the Resource Locator please visit: www.mass211help.org

Tel: 2-1-1 or 877-211-6277

TTY number for the Hearing Impaired: 508-370-4890

Justice Resource Institute Health – GLBTQ Programs

JRI Health Provides concrete services like primary health care and GED preparation to gay, lesbian, bisexual, transgender and other marginalized teens and young adults, and also offers the affirmation and encouragement that is often withheld from them as a result of prejudice. JRI Health also delivers legal and case management services to individuals who are managing HIV, substance abuse and/or mental health issues. Programs include the Boston GLASS drop-in community center for LGBT and questioning youth, the Health Law Institute, the River Street Community housing program for people living with HIV, the Direct Care Relief Program, the Assisted Living Program, and the Housing Options Program.

GLASS Drop in Center
25 West Street, 3rd Floor
Boston MA 02111

Tel: (617) 266 – 3349 x215

Contact: Ismael Rivera, Program Director

<http://www.jri.org/services/health-hiv-lgbtq-services/health-and-prevention-services/boston-glass/about-glass>

Latino Health Institute (LHI)

The Latin American Health Institute is a community-based professional organization that promotes the health of the community, its institutions, families, and individuals through effective interventions that are culturally competent and technologically appropriate.

Boston: Tel: 617-350-6900; Email: boston@lhi.org

Lowell: Tel: 978-459-3366; Email: lowell@lhi.org

Brockton: Tel: 508-941-0005; Email: Brockton@lhi.org

HIV/AIDS

AIDS Action Committee of Massachusetts

AAC is New England's first and largest AIDS service organization. Its mission is to stop the epidemic and related health inequities by eliminating new infections, maximizing healthier outcomes of those infected and at risk, and attacking the root causes of HIV/AIDS. AAC also runs the only statewide AIDS/STD hotline, and also offers free and confidential rapid HIV testing and counseling, and clean needle exchange.

AIDS/STD Hotline: 1-800-235-2331

General: 617.437.6200

75 Amory Street
Boston, MA 0211

Massachusetts Department of Public Health Office of HIV/AIDS

The website provides an HIV/AIDS Service and Resource Guide, last updated on June, 2014. It can be found at:

<http://www.mass.gov/eohhs/docs/dph/aids/resources-guide.pdf> Current services range from prevention and education to HIV antibody counseling and testing, client services, and health and support services.

Kevin Cranston, MDiv

Director

Bureau of Infectious Disease

250 Washington Street

3rd Floor

Boston, Massachusetts 02108

Phone: (617) 624-5300

Email: Kevin.Cranston@massmail.state.ma.us

Fenway Health HIV Counseling, Testing & Referrals

Fenway Health is one of the largest confidential HIV testing providers in Massachusetts. Fenway provides rapid (20 minute) HIV antibody testing as well as serum antibody testing. These services are free and confidential. You can receive these services during walk-in times, by appointment and as part of your medical visit. Call 617-267-0159 to schedule an HIV test or for more information on Fenway's HIV Counseling and Testing Services.

For more information on testing locations and services offered click [here](#) or visit: http://www.fenwayhealth.org/site/PageServer?pagename=FCHC_srv_services_testing

Boston Living Center (BLC)

The BLC is New England's largest community and resource center for people living with HIV/AIDS. People come to the center for food, friends, holistic health and more.

29 Stanhope Street

Boston, MA 02116

Tel: 617-236-1012

<http://www.vpi.org/boston/>

GENERAL LGBT

Fenway Health GLBT Helpline & Peer Listening Line

Fenway Health's Gay, Lesbian, Bisexual and Transgender Helpline and The Peer Listening Line are anonymous and confidential phone lines that offer gay, lesbian, bisexual and transgender adults and youths a "safe place" to call for information, referrals, and support. In addition to issues like coming out, HIV/AIDS, safer sex and relationships, our trained volunteers also address topics such as locating GLBT groups and services in their local area.

GLBT Helpline Tel: 617-267-9001; 1-888-340-4528 (toll-free)

Peer Listening Line: 617-267-2535; 1-800-399-PEER

Live online support:

http://www.fenwayhealth.org/site/PageServer?pagename=FCHC_srv_services_tollfree

Bay Windows

LGBT Newspaper

www.baywindows.com

Pink Pages

List of LGBT-friendly services and providers.

www.pinkweb.com

TRANSGENDER

Massachusetts Transgender Political Coalition (MTPC)

MTPC is dedicated to ending discrimination on the basis of gender identity and gender expression. It educates the public, advocates with state, local, and federal government, engages in political activism, and encourages empowerment of community members through collective action. MTPC has an excellent collection of resources for the transgender community at:

www.masstpc.org/mediawiki/index.php?title=MTROLwiki:Community_Portals

Tel: 617-778-0519

info@masstpc.org

www.masstpc.org

Boston Health Care for the Homeless Clinic Transgender Clinic

Services provided: primary care, counseling, eye, dental, counseling, HIV/STD testing. Transgender social support group every Thursday from 5:15 P.M.—7:00 P.M

Transgender Clinic:

Contact: Pam Klein, RN

Tel: 857-654-1635

E-mail: pklein@bhchp.org

General:

<http://www.bhchp.org/contact.htm>

780 Albany Street

Boston, MA 02118

Tel: 857-654-1000

DOMESTIC/SEXUAL VIOLENCE

GLBTQ Domestic Violence Project

The GLBTQ Domestic Violence Project provides crisis intervention, support and resources to victims and survivors of domestic abuse. Direct services include 24-hour emergency hotline, crisis intervention and safety planning, housing and employment advocacy, emergency safe home, emotional support and support groups, first/last month's rent program, and counseling. GLBTQ Domestic Violence Project services are not only reserved for gay men and are available for anyone in the GLBT community.

The GLBTQ Domestic Violence Attorney Program provides free and sliding-scale legal assistance to eligible GLBT victims of domestic violence in Massachusetts. The program provides safety planning, referrals and legal representation, including advocacy at restraining order hearings.

24-Hour Emergency Hotline:

1-800-832-1901

Sexual Assault Help Line:

617-779-2127

Administration Office:

617-354-6056

Client Services: 617-779-2136

Legal Assistance: 617-779-2130

E-mail: support@gmdvp.org

Mailing Address:

955 Massachusetts Avenue

PMB 131

Cambridge, MA 02139

The Network/La Red

The Network/La Red offers free direct services for abused lesbians, bisexual women, and transgender (LBT) individuals, including a hotline, emergency shelter, support groups, safety planning, court accompaniment, information, and referrals and assistance accessing social/legal/medical/housing services. All services are bilingual (English and Spanish) and wheelchair- and TTY-accessible. ASL interpreters, air filters, and reimbursement for child-care are also available as needed.

Hotline: 617-742-4911; TTY for the hearing impaired: 617-227-4911

Tel: 617-695-0877

E-mail: info@tnlr.org

Mailing Address:

PO Box 6011

Boston, MA 02114

Victim Rights Law Center (VRLC)

The VRLC offers free legal assistance to victims of sexual assault in the areas of privacy, education, immigration, employment, public benefits, housing and safety.

115 Broad Street, 3rd Floor

Boston, MA 02110

Tel: 617-399-6720 x19

www.victimrights.org/

Transition House

Based in Cambridge, Transition House offers a 24 hour emergency hotline, emergency shelter for battered women (including lesbians), transitional living programs, and long-term housing programs for people experiencing violence in relationships.

1035 Cambridge Street

Cambridge, MA 02141

24-Hour Hotline: 617-661-7203

Independence House, Inc.

Independence House is Cape Cod's counseling, advocacy and resource center for survivors of domestic and sexual violence and their children. Direct services include individual counseling, group counseling, 24-hour hotline, childcare, court advocacy, housing assistance, and shelter search. All services are free, confidential, available in Brazilian Portuguese and Spanish, and accessible to people of all ages, sexual orientations, genders, cultures and languages. Independence House has offices in Hyannis, Falmouth, Orleans, and Provincetown.

24-Hour Hotline: 1-800-439-6507

Main Office Address:

160 Bassett Lane

Hyannis, MA 02601

Tel: 508-771-6507; TTY: 508-771-6782

DOVE Inc. – Domestic Violence Ended

Based in Quincy, DOVE provides two crisis hotlines (one for adults and one for youth); emergency shelter; domestic violence counseling and safety planning; individual and family case management and advocacy; support groups; legal advocacy; support for family and friends of survivors; 911 cell phones; sexual assault services; children's services and childcare; address confidentiality program assistance; victim compensation application assistance; and referrals and information.

24-Hour Hotline: 617-471-1234 or 1-888-314-3683 (toll-free)

P.O. Box 690267

Quincy, MA 02269

SafeLink

Safe Link is the Massachusetts state-wide 24-hour toll-free domestic violence hotline operated by Casa Myrna. Services include safety planning, supportive listening, direct connection to domestic violence shelter programs across Massachusetts, referrals to local domestic violence and community services, and support and resources for anyone who is concerned about a victim of domestic violence. Hotline services are multilingual, and have access to a translation service that can provide translation in more than 130 languages. All calls to SafeLink are free, confidential, and anonymous.

24-Hour Hotline: 1-877-785-2020 (toll-free); TTY for the hearing-impaired: 877-521-2601

Boston Area Rape Crisis Center (BARC)

BARC offers free, confidential services to survivors, their friends and families, and professionals ages 12 and older. Direct services include a 24-hour hotline, medical advocacy, legal services, counseling services, counseling and education groups, and case management. Hotline staff are trained to answer questions and concerns particular to LGBT survivors, and the website includes a page listing other [Resources for GLBT survivors](http://www.barcc.org/help/resources-online/glbtc/). (<http://www.barcc.org/help/resources-online/glbtc/>)

99 Bishop Allen Drive
Cambridge, MA 02139
24-Hour Hotline: 1-800-841-8371

Violence Recovery Program (VRP) at Fenway Health

The VRP provides counseling, support groups, legal advocacy, and referral services to LGBT victims of bias crime, domestic violence, sexual assault, and police misconduct. To anonymously report hate crime or same-sex domestic violence, call the VRP at 1-800-834-3242 (toll-free in MA).

Tel: 617-927-6250; 1-800-834-3242 (toll-free in MA)

YOUTH

Fenway Health's Peer Listening Line

The Peer Listening Line is an anonymous and confidential phone line that offers LGBT youths a "safe place" to call for information, referrals, and support. In addition to issues like coming out, HIV/AIDS, safer sex and relationships, the Fenway volunteers are trained to address topics such as locating LGBT groups and services in the callers' local areas.

Peer Listening Line: 617-267-2535; 1-800-399-PEER (toll-free)

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

BAGLY offers weekly programming and annual social events for LGBTQ youth in Boston. Beyond Boston, BAGLY works with community-based direct service organizations throughout the state as part of the GLBT Youth Group Network of Massachusetts. The website links users to [partner services](#) throughout the state; as well as [support and resources](#) for youth and families

BAGLY, Inc.
PO Box 960814
Boston, MA 02196.0814

Tel: 617-227-4313
Email: info@BAGLY.org

Boston Gay & Lesbian Adolescent Social Services (GLASS)

GLASS provides counseling, advocacy and referrals for health care services and housing to Gay, Lesbian, Bisexual, Transgendered and Questioning (GLBTQ) teens and young adults, many of whom are of color. GLASS operates a community center that gives the teens it serves a safe place to hang out, do schoolwork, use a computer, watch TV, eat, and talk to peers. Boston GLASS also provides free HIV counseling and testing and makes referrals, when needed, to JRI Health's Sidney Borum, Jr., Health Center.

25 West Street, 3rd Floor
Boston, MA 02111

Tel: 617-266-3349
Contact: Ismael Rivera, Program Director
jrivera@jri.org

GLSEN Massachusetts

GLSEN is a nationwide organization that aims to "assure that each member of every school community is valued and respected regardless of sexual orientation or gender identity/expression." Programs and initiatives include conferences, days of action, and workshops.

PO Box 51243

Boston, MA 02205

Tel: 617-684-5736

Email: massachusetts@chapters.glsen.org

Child-At-Risk Hotline

The Massachusetts Department of Children and Families offers a hotline service to call if you suspect that a child is suffering from abuse or neglect. A 30-member staff is trained to assess the urgency of each call, elicit critical information, and provide a sympathetic ear. In situations where children are at imminent risk, an emergency response is initiated, with DF field staff launching the investigations.

Child-At-Risk Hotline: 1-800-792-5200

Judge Baker Children's Center
53 Parker Hill Avenue
Boston, MA 02120-3225

Tel: 617-232-8390

Email: info@jbcc.harvard.edu

Greater Boston Parents, Families and Friends of Lesbians and Gays (PFLAG)

PFLAG is a national grassroots network that links parents, families, and friends of LGBT persons to "celebrate diversity and envision a society that embraces everyone." Chapters in Massachusetts include Arlington, Greater Boston, Cape Cod/Brewster, Easton, Falmouth/Cape Cod, Franklin-Hampshire, Lee/Berkshire Co., Martha's Vineyard, Reading, Springfield, and Worcester.

85 River Street, Suite 3A
P.O. Box 541619
Waltham, MA 02454

Tel: 781-891-5966

Helpline: 866-427-3524

Email: info@gbpflag.org

Children's Law Center of Massachusetts (CLCM)

The Law Center maintains a statewide phone helpline through which it provides information and referrals regarding legal matters that impact children. Bilingual assistance is available. Issues routinely addressed include children who do not receive the education services to which they are entitled under federal and state law; emancipation; immigration; rights of children who have "aged out" of foster care or other state human service systems; and, collateral consequences of juvenile court involvement.

298 Union Street
Lynn, MA 01901
(781) 581-1977

Hotline: 1-888-KIDLAW8
info@CLCM.org

The Home for Little Wanderers – Waltham House

The Waltham House is a group home program designed to provide a safe and supportive living environment for up to 12 GLBTQ youth ages 14-18. [Click here](#) to read about the program online. For more information e-mail rreed@thehome.org or call 617-267-3700.

With nearly 600 employees, The Home also provides several other programs and services that fall into the categories of adoption, foster care, clinical and family support, residential care, special education, transitional programs, and case management.

The Home for Little Wanderers
10 Guest Street
Boston, MA 02135
Tel: 888-HOME-321 or 617-627-3700

Bridge Over Troubled Waters

Bridge offers include a comprehensive range of services to youth ages 16 to 24 in a positive and safe environment. Free housing programs include transitional living program for 18-24 year olds, and co-op apartments for young people. Survival services include free breakfast or lunch on the second floor of the Bridge building, shower, lockers, laundry, workshops, medical and dental care, counseling. Education training services include GED, workforce development, career counseling, and computer skills.

Tel: 617-423-9575; TTY: 617-423-9575 x 355

1-800-RUNAWAY (ages 14-17)

Intake hours: Monday – Friday 9:00 A.M. to 4:30 P.M

47 West Street

Boston, MA 02111

HOUSING

Massachusetts Fair Housing Center (MFHC)

The MFHC serves Berkshire, Hampden, Hampshire, Franklin and Worcester Counties, providing free legal services regarding housing discrimination complaints, including those based on sex and sexual orientation. If you contact MFHC, they will conduct an interview, investigate your case, discuss your options, and help you file a complaint with the proper agency or in court if there is sufficient evidence of housing discrimination. If you believe you were discriminated against because of your sexual orientation, you can also fill out an [intake form online](http://massfairhousing.org/form/intake-form). (<http://massfairhousing.org/form/intake-form>) Services provided in Spanish.

Tel: 413-539-9796; 1-800-675-7309

Massachusetts Fair Housing Center

57 Suffolk Street

Fourth Floor

Holyoke, MA 01040

info@massfairhousing.org

Boston Housing Authority – The Office of Civil Rights

The Office of Civil Rights includes the Fair Housing and Employment unit, which assists employees and residents in identifying, reviewing, and resolving alleged civil rights and fair housing violations. This unit investigates all instances of discrimination including employee harassment and issues appropriate recommendations. This unit also accepts and assists in the filling out and processing of requests for Reasonable Accommodations made by employees as well as program participants, applicants and tenants.

Tel: 617-988-4383; TTY: 800-545-1833 x 420
24-Hour Civil Rights Hotline: 617-695-3531

52 Chauncy Street
Boston, MA 02111-2375
civilrights@bostonhousing.org

The Fair Housing Center of Greater Boston (FHCGB)

The FHCGB offers full case advocacy services, including testing for proof of discrimination, representing the complainant throughout HUD's or the Massachusetts Commission Against Discrimination's (MCAD) administrative processes, and securing pro bono legal counsel if litigation is required. FHCGB operates in Suffolk, Norfolk, Middlesex, Essex and Plymouth counties.

262 Washington Street, 10th Floor
Boston, MA 02108

Tel: 617-399-0491; TTY MA Relay Service: 1-800-439-2370
Email: info@bostonfairhousing.org

Harvard Law School Tenant Advocacy Project (TAP)

The TAP provides closely-supervised, quality learning experiences for HLS students by representing tenants of and applicants to public and subsidized housing at administrative hearings at housing authorities throughout greater Boston. TAP also provides telephone advice on general landlord-tenant problems to tenants in the greater Boston area who meet the program's income and geographic guidelines. To request assistance, please fill out the TAP [contact form](#) online or call their offices anytime. TAP does not provide any representation in court and does not accept cases from housing where the subsidy is not administered by a public housing agency.

6 Everett Street, Suite 5123
Harvard Law School
Cambridge, MA 02138

Tel: 617-495-4394

Contact Form:

http://www.law.harvard.edu/academics/clinical/tap/tenants/jotform_for_m.html

Email: tap@law.harvard.edu

Shelter Legal Services

Shelter Legal Services offers free legal advice and representation to homeless and low-income individuals in the Boston area. Legal services are confidential and free-of-charge. To qualify for legal representation, your income cannot be higher than 187% of the Federal Poverty Guidelines.

885 Centre Street
Newton, MA 02459
Tel: 617-552-0623

<http://www.shelterlegalservices.org>
info@shelterlegalservices.org

For **Youth Housing**, see the **Waltham House** and **Bridge Over Troubled Waters** under the Youth Section above.

For additional **Legal Representation** regarding housing issues, see **Legal Services Section** above.

IMMIGRATION

Political Asylum Immigration Representation (PAIR) Project

PAIR is the leading provider of pro bono immigration legal services to asylum-seekers and immigrants unjustly detained in Massachusetts. GLAD's previous experiences with PAIR suggest that PAIR is LGBT friendly.

98 N. Washington Street, Suite 106
Boston, MA 02114

Tel: 617-742-9296

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

The Irish International Immigration Center (IIIC)

The Irish International Immigrant Center provides immigration legal services, wellness and education services, english for speaker of other languages programs, and citizenship services for people from over 120 countries. The IIIC does not address LGBT issues in particular.

100 Franklin St.
Lower Level 1
Boston, MA 02110
Tel: 617-542-7654

For all J-1 Irish Work & Travel Visa questions: jliwt@iiicenter.org

Immigration, citizenship and all other questions: questions@iiicenter.org

Immigrants' Assistance Center (IAC)

The New Bedford Immigrants' Assistance Center offers services in general case management, citizenship education, elderly services, deportation support services, and food and clothing. GLAD's previous experiences with the IAC suggest that they are familiar with the concerns particular to HIV-positive immigrants. Services are provided in Spanish, Cape Verdean Creole, and Portuguese.

58 Crapo St.
New Bedford, MA 02740
Tel: 508-996-8113

International Institute of New England (IINE)

The IINE focuses on refugee and immigrant integration by providing services in resettlement, workforce development, and business services.

Massachusetts office locations include Boston and Lowell.

Boston Office

1 Milk Street, 4th Floor

Boston, MA 02109

Tel: 617-695-9990

info@iine.us

Lowell Office

144 Merrimack Street, Suite 302

Lowell, MA 01852

Tel: 978-459-9031

Because citizenship is a federal concern, GLAD also suggests the **International Gay and Lesbian Human Rights Commission** (212-268-8040) and **Immigration Equality** (212-714-2904) for more information, services, and programs regarding immigration rights for lesbians and gay people.

For additional information and referrals regarding **Immigration Law and Legal Representation** in Massachusetts, see **Legal Services Section** above.

SENIOR

Massachusetts Senior Legal Helpline

The Statewide Helpline provides FREE legal information, advice and referral services for Massachusetts senior citizens (60 years or older) in most areas of civil law.

Tel: 866-778-0939

The LGBT Aging Project

The LGBT Aging Project aims to facilitate change in existing systems, not provide direct services ourselves. However, the project does offer education and technical assistance, as well as social activities for LGBT elders.

1340 Boylston Street

Boston, MA 02215

Tel: 857-313-6590

Email: lkrimsky@lgbtagingproject.org

Through strategic litigation, public policy advocacy, and education, GLBTQ Legal Advocates & Defenders works in New England and nationally to create a just society free of discrimination based on gender identity, HIV status, and sexual orientation.

GLAD Answers and publications are provided *free of charge* to all who need them. We hope that those who are able will make a contribution to ensure that GLAD can continue the fight for equal justice under the law.

To make a tax-deductible contribution, visit our website at www.glad.org, or call us at (800) 455-GLAD (4523) with your credit card, or mail your check, payable to GLAD to 30 Winter Street, Suite 800, Boston, MA 02108. If your workplace has a matching gift program, please be sure to have your donation matched. Please contact us if you would like more information on becoming a GLAD partner.

Thank You!



***Please report any inaccuracies or
corrections to dweiss@glad.org***

GLBTQ Legal Advocates & Defenders
30 Winter Street, Suite 800
Boston, MA 02108
Tel 617.426.1350
1.800.455.GLAD (4523)
Fax 617.426.3594

www.glad.org