

Central MA Substance Use, Rape Crisis, and DV Manual

Developed by Trauma
Intervention Services, Wayside.
Updated October 2020



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EXIT



User Guide



If someone is at risk of harming themselves or others please contact 911 or visit your local emergency department

This resource manual is intended to connect individuals experiencing concerns related to substance use, sexual assault, or domestic violence with support on their journey to healing and recovery. A quick **EXIT** to the google homepage is located at the bottom of every section.

Resource manuals can be confusing and overwhelming. In an effort to help you find what you need, we have created a user guide with tips over the following two pages.

Manual Layout:

The [“Quick Links and Numbers”](#) section is intended for immediate support for substance use, sexual assault, and domestic violence on the local, statewide, and national level.

Local resources include the following regions and towns:

- **Central MA/Worcester County** (Blackstone, Douglas, Hopedale, Mendon, Milford, Millville, Northborough, Northbridge, Southborough, Sutton, Upton, Uxbridge, Westborough)
- **Middlesex County** (Ashland, Framingham, Holliston, Hopkinton, Marlborough)
- **Norfolk County** (Bellingham, Foxborough, Franklin, Medfield, Medway, Millis, Norfolk, Plainville, Walpole, Wrentham)
- **Bristol County** (Mansfield).

Each section following the Quick Links pages contains numbers, links, and specific resources related to that area of need. These resources are typically within the local regions listed above. For resources outside of these areas there are treatment locator links listed on the [Quick Links](#) pages and in each section.

The [Glossary](#) contains a brief description of terms related to these resources.

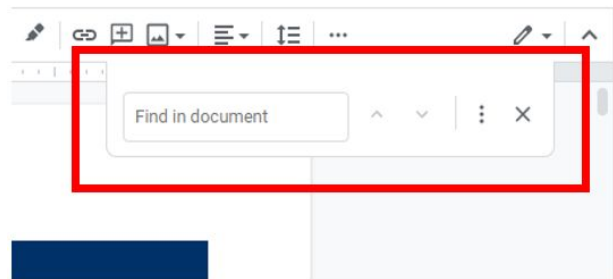
Interested in being included as a resource in this manual?

Is your business, agency, or treatment center nowhere to be found? Click [here](#) to be added the resource manual

EXIT

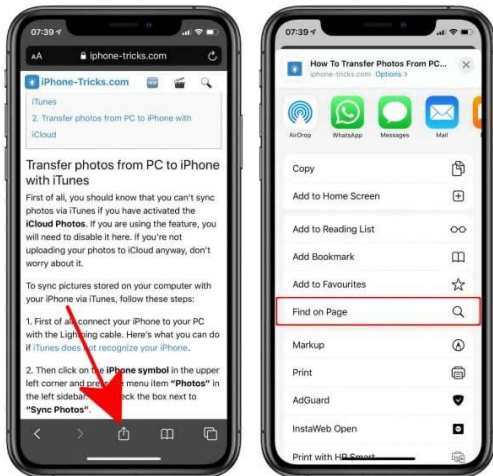
How to Search a Keyword

On a **computer** or any electronic device with a full keyboard, use Command + F to “Find” keywords throughout this document. This is similar to a search bar:



On a Phone

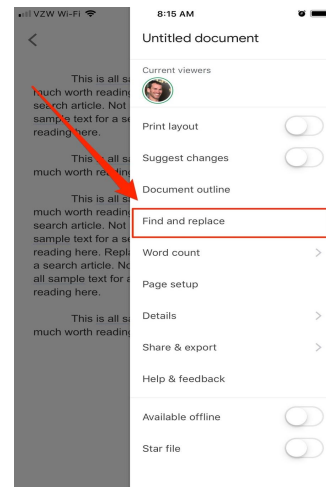
For iPhone:



[\(https://iphone-tricks.com/tutorial/1364-ctrl-f-on-iphone-how-to-find-on-page/\)](https://iphone-tricks.com/tutorial/1364-ctrl-f-on-iphone-how-to-find-on-page/)

1. Tap on the center icon that has an upwards arrow (highlighted above in the picture on right)
2. Scroll up to expand the options list
3. Tap “Find on Page”
4. Enter the word or phrase you are looking for, then tap search

For android:



<https://www.businessinsider.com/how-to-search-in-google-docs>

1. Open the Google Doc
2. Tap on the 3 vertical dots
3. Tap ‘find and replace’
4. Enter the word or phrase you are looking for, then tap the magnifying glass icon to search

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Quick Links and Numbers Substance Use Support



National:

Substance Abuse and Mental Health Services Administration (SAMHSA)

National Helpline for substance use and mental health concerns

1- 800-662-4357

TTY 1-800-487-4889

Statewide:

Massachusetts Substance Abuse Information and Education Helpline

Confidential information, prevention, and treatment referrals

1(800) 327-5050

TTY: 1-800-439-2370

Local:

SAFE Coalition

Support Hotline: (508) 488-8105

Office phone: (774) 847-9474

www.safecoalitionma.org

To find substance use treatment:

<https://www.treatmentatlas.org/>

https://mahelplineonline.custhelp.com/app/account/opa_interview

https://mahelplineonline.custhelp.com/app/account/opa_result

<https://findtreatment.samhsa.gov/>

To find openings in mental health and substance use disorder services

<https://www.mabhaccess.com/>

<https://www.psychologytoday.com/us>

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Quick Links and Numbers Sexual Assault and Domestic Violence Support



National:

Rape Abuse and Incest National Network (RAINN)

24 hour confidential hotline or website live chat

(800) 656-4673 www.rainn.org

National Domestic Violence hotline

(800) 799-7233 www.thehotline.org

Statewide:

Jane Doe Inc.

The Massachusetts Coalition Against Sexual Assault and Domestic Violence

1 (877) 785-2020 <https://janedoe.org/>

The Network/La Red

Support, information, and safety planning to anyone in the LGBTQ community who are being abused, or have been abused, by a partner

Crisis Line 1-800-832-1901

Safelink

24 hour hotline to assist in searching for available beds statewide

(800) 723-3546

TTY (877) 521-2601

Local:

Wayside Trauma Intervention Services (Milford)

24 hour Hotline, individual counseling for children and adults

(800) 511-5070

(508) 478-6888x3135

New Hope (Milford/Southbridge)

24 hour hotline, emergency shelter, and transitional living
(800) 323-4673 www.new-hope.org

Voices Against Violence (Framingham)

24 hour hotline, shelter, individual counseling, advocacy
(800) 593-1125
TTY (508) 626-8686

Pathways for Change (Worcester)

24 hour hotline, shelter, peer counseling, advocacy
800-870-5905

For further resources:

<https://www.mass.gov/info-details/statewide-resources-for-sexual-assault-survivors>

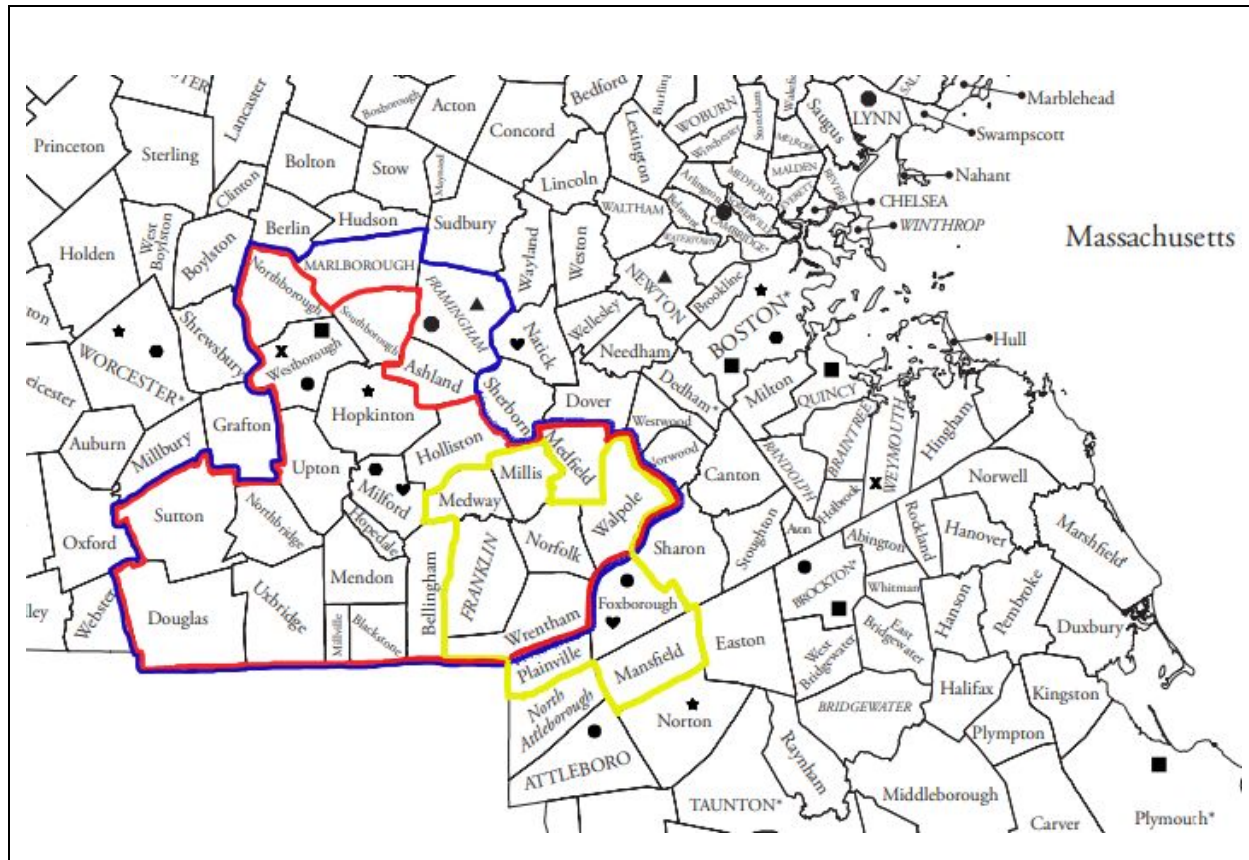
<https://www.mass.gov/service-details/domestic-violence-programs-for-survivors>

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Substance Use Resources





Key

Regions:

Yellow = SAFE catchment area

Red = Rape crisis catchment area

Blue = Child impacted by substances catchment area

Resources:

Circle = detox programs

Square = Clinical Stabilization Services (CSS)

X = Transitional Support Services (TSS)

Star = halfway houses

Triangle = family shelters

Heart = Intensive Outpatient Programs (IOP)

Hexagon = youth and family support services

Octagon = harm reduction centers

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National:

Substance Abuse and Mental Health Services Administration (SAMHSA)

National Helpline for substance use and mental health concerns

1- 800-662-4357

TTY 1-800-487-4889

SAMHSA Behavioral Health Treatment Services Locator

Search by address, city, or ZIP code for substance use and mental health providers

<https://findtreatment.samhsa.gov/>

Addiction Treatment Locator, Assessment and Standards Platform:

<https://www.treatmentatlas.org/>

National Harm Reduction Coalition

<https://harmreduction.org/>

Statewide:

Massachusetts Substance Abuse Information and Education Helpline

Confidential information, prevention, and treatment referrals

1(800) 327-5050 24/7 and multilingual

TTY: 1-800-439-2370 www.helplinema.org

Online Treatment search:

https://mahelplineonline.custhelp.com/app/account/opa_interview or

https://mahelplineonline.custhelp.com/app/account/opa_result

Section 35 helpline

free legal assistance with Section 35 petitions

(844) 843-6221 HelpUs@MassBar.org

Mass 2-1-1

information and referrals for youth and family services

211

TTY: 1-508-370-4890

Multi-lingual: 1-877-211-6277

Youth Central Intake Care Coordination

Information for youth and their families impacted by alcohol and drugs, referrals to services.

1(866) 705-2807 www.healthrecovery.org/projects/youth-cicc/

TTY: 1-617-661-9051

Regional Center for Poison control and Prevention serving MA and RI

1(900) 222-1222 www.maripoisoncenter.com

TTY: 1-888-244-5312

The Health Care For All Helpline

Call or submit questions online about MA insurance

(800) 272-4232 <https://www.hcfama.org/helpline>

Massachusetts Health Promotion Clearinghouse

Free copies of publications to aid with talking with children about alcohol, drugs and other health topics

1-800-952-6637 www.mass.goc/maclearinghouse

TTY: 1-800-439-2370

For information on overdose prevention and Narcan (naloxone) in MA:

<https://helplinema.org/learn-more/overdose-prevention/>

Local:

SAFE Coalition

Support Hotline: (508) 488-8105

Office phone: (774) 847-9474

www.safecoalitionma.org

Addiction Referral Center

33 Main Street, Marlborough, MA 01752

24 hour hotline, crisis intervention, meeting, education, and aftercare referrals.

(508) 485-4357 www.theaddictionreferralcenter.org

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Harm Reduction/Safer Use Resources:

ACCESS Drug User Health Program

359 Green St, Cambridge, MA 02139

Provides free access to risk reduction supplies, counseling and case management, and referrals

(857) 313-6800

Healthy Streets Outreach Program

100 Willow Street, Fl. #2, Lynn, MA 01901

Provides advocacy and education, free and confidential STI testing, and access to risk reduction supplies

(399) 440-5633

Love and Safety

24 Paradise Road, Ipswich, MA 01938

Provides mobile naloxone distribution, syringe services, and education

(617) 549-9880

Program RISE (Justice Resource Institute)

1 Grant Street, Ste. 100, Framingham, MA 01702

Provides advocacy and education, free and confidential STI testing, and access to risk reduction supplies

(508) 935-2960

(978) 447-4735

Tapestry Health Syringe Access Program

1985 Main Street, Springfield, MA 01103

Provides advocacy and education, free and confidential STI testing, and access to risk reduction supplies

(413) 586-2016

(413) 363-9472

Norcap Lodge

71 Walnut St, Foxborough, MA 02035

(508) 543-1873

Medication Assisted Treatment

<https://www.goodsamaritanmedical.org/services-directory/substance-abuse>

SAFE Coalition

Support Hotline: (508) 488-8105

Office phone: (774) 847-9474

www.safecoalitionma.org

Narcan Training

To Find a free Narcan Training in MA:

https://mahelplineonline.custhelp.com/app/account/opa_result/incident_id/MTUxMjcy

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Recovery Support:

Alcoholics Anonymous www.aa.org/

Worcester Area Intergroup, (508) 752-9000 www.aaworcester.org

Eastern MA (Boston), (617) 426-9444 www.aaboston.org

Western MA, (413) 532-2111 www.westernmassaa.org

Narcotics Anonymous

(866) 624-3578 www.nerna.org

Marijuana Anonymous

(800) 766-6779 www.marijuana-anonymous.org

Dual (Diagnosis) Recovery Anonymous

(913) 991-2703 www.draonline.org

Women for Sobriety

(508) 842-9158 www.womenforsobriety.org

Smart Recovery Local Meeting Finder

<https://www.smartrecoverytest.org/local/>

Rational Recovery

<https://rational.org/>

Detox programs:

Arbour-Fuller (Mental Health & Substance Abuse), 200 May St, South Attleboro
508-761-8500

<http://arbourhealth.com/organizations/arbour-fuller-hospital>

Gosnold Treatment Center

200 Ter Heun Dr, Falmouth, 800-444-1554

<https://gosnold.org/>

High Point Treatment Center

30 Meadowbrook Rd, Brockton,
800-734-3444

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

NORCAP Lodge

71 Walnut St, Foxborough, 800-331-2900

<https://www.goodsamaritanmedical.org/services-directory/substance-abuse>

Spectrum Health Systems

155 Oak St, Westborough, 800-366-7732

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

For further resources, log on to:

<https://www.mabhaccess.com>

Select ATS from Service, choose Service For,
Enter Zip and Miles, then sort by ____.

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Clinical Stabilization Services (CSS)

Gavin Foundation ATS/CSS

Quincy, MA
617-845-5785

<http://www.gavinfoundation.org/programs/quincy-detox>

Lahey Behavioral Health Program

111 Middleton Road, Danvers, MA
978-739-7621

<https://drugrehabs.net/locations/massachusetts/danvers>

Gosnold Post Detox

Miller House Cape Cod Cataumet
Falmouth
800-444-1554

Recovery Centers of America at Danvers

75 Lindall St, Danvers, MA
(978) 767-2847

<https://gosnold.org>

High Point Treatment Center, Serenity Inn

30 Meadowbrook Rd, Brockton

800-734-3444

<https://www.hptc.org>

Spectrum Health Systems CSS + Detox

154 Oak Street, Westborough, MA

800-366-7732

<http://www.spectrumhealthsystems.org/services/services/clinical-stabilization-services>

High Point Treatment Center

1233 State Road, Plymouth, MA

508-224-7701 / -7705

https://www.hptc.org/site_plymouth.php

SSTAR

400 Stanley St, Fall River, MA, 508-679-5222

Women's Renewal at Dimock

55 Dimock St, Roxbury, MA 02119

(617) 442-8800

<https://www.dimock.org/>

For further resources, log on to:

<https://www.mabhaccess.com/>

Select CSS from Service, choose Service For,
Enter Zip and Miles, then sort by ____.

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Transitional Support Services:

New Hope (Weymouth)

617-878-2550

<https://www.baycovehumanservices.org/new-hope-transitional-support>

Spectrum Residential Program (Westborough)

800-366-7732

<http://www.spectrumhealthsystems.org/services/services/residential-treatment>

High Point Treatment Center (New Bedford)

508-984-1697

<https://www.hptc.org/>

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Recovery Homes/Half-Way Houses:

Hope House (men)
Boston 617-971-9360
www.hopehouseboston.org

North Cottage (men)
Norton 508-285-2701
www.northcottageprogram.com

Linda Fay Griffin House (women)
Worcester 508-755-8990
<https://www.advocates.org/stories/linda-fay-griffin-house-addiction-recovery>

Serenity House (women)
Hopkinton 508-435-9040
<https://www.smoc.org/serenity-house.php>

Alcohol and Drug Free Housing/Sober Homes:

For information and list of certified sober homes in Massachusetts:

<https://mashsoberhousing.org/what-is-a-sober-home/>
<https://mashsoberhousing.org/certified-residences/>

Family Substance Abuse Shelters:

Genesis II Family Center
295 Adams St, Newton
617-332-9905
<https://www.healthcarewithoutwalls.org/location/genesis-ii>

Sage House
298 Howard St, Framingham
508-626-2586
<http://www.smoc.org/sage-house.php>

Intensive Outpatient Programs (IOP):

Norcap Lodge
71 Walnut St, Foxborough, MA 02035
(508) 543-1873
<https://www.goodsamaritanmedical.org/services-directory/substance-abuse>

Leonard Morse Hospital
67 Union Street, Natick, MA 01760
(508) 650-7000

Spectrum Outpatient
200 E Main St Milford, MA 01757
(508) 634-1877

<https://www.spectrumhealthsystems.org/>

SAMHSA-Certified Opioid Treatment Program (OTP), Outpatient Treatment, Intensive Outpatient

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Substance Use services for ages 18 and under:

Motivating Youth Recovery

6 Queen St, Worcester, MA 01610

(508) 860-1244

www.communityhealthlink.org

Detox/Acute Treatment for Youth

Children Impacted by Substance (CIS)

Trauma Intervention Services Wayside Youth and Family

10 Asylum St, Milford, MA 01757

(508) 469-3142

(774) 314-7830

*does not serve children currently using substances.

Youth Central Intake Care Coordination

1(866) 705-2807

TTY: 1(617) 661-9051

www.healthrecovery.org/projects/youth-cicc/

Information for youth and their families impacted by alcohol and drugs, referrals to services.

Kiva Centers

209 Shrewsbury Street, Worcester, MA 01604

508-751-9600

<https://kivacenters.org/>

Recovery Learning Community that offers peer support, various groups and resources for individuals that have experienced mental health diagnoses, substance use, and trauma.

Youth and Adult Resources:

SAFE Coalition

Support Hotline: (508) 488-8105

Office phone: (774) 847-9474

www.safecoalitionma.org

Community Impact

(508) 422-0242

(508) 422-0243
12 Main Street, Milford, MA 01757
<https://community-impact-inc.com/>
communityimpactinc@gmail.com

McLean Hospital Addiction Services
1(877) 203-1211
<https://www.mcleanhospital.org/addiction>

Gavin Foundation
(617) 268-5517
Boston & Quincy, MA
<https://www.gavinfoundation.org/>

Spectrum
1(877) 697-3422
<https://www.spectrumhealthsystems.org/>

Kiva Centers
508-751-9600
209 Shrewsbury Street, Worcester, MA 01604
<https://kivacenters.org/>
Recovery Learning Community that offers peer support, various groups and resources for individuals that have experienced mental health diagnoses, substance use, and trauma.

Family Support Services:

Learn To Cope
www.learn2cope.com
Non-profit support network offering education, resources, peer support and hope for parents and family members with a loved one addicted to opioids or other drugs.

Healing Hearts
Community support group that encourages positive relationships and education surrounding addiction and recovery. One-hour anonymous sessions focused on creating a safe space for those affected by substance use disorder.

Community of Hope
(774) 248-4526
Milford Regional Medical Center, Hill Building, 4th floor, Milford, MA
Contact: Katie Truitt, ktruitt3@gmail.com

Road To Recovery
(774) 847-9474

12-step program for families and loved ones of individuals living with substance use disorder. Uses the Big Book of Alcoholics Anonymous to help learn about our own addiction to our loved ones.

Alateen

(508) 366-0556

www.ma-al-anon-alateen.org

Al-Anon

(508) 366-0556

www.al-anon.alateen.org/

Parental Stress Hotline

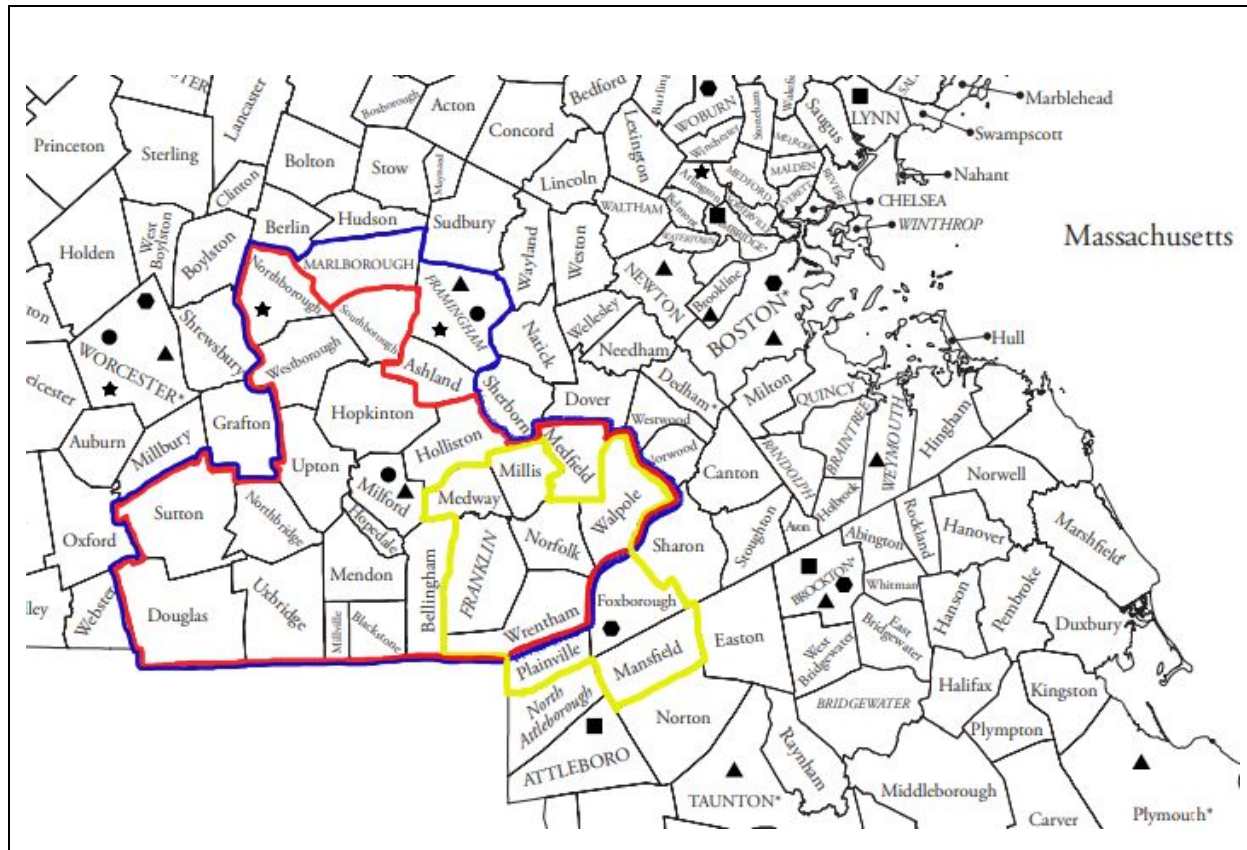
(800) 632-8188

EXIT



Sexual Assault Resources





Key

Regions:

Yellow = SAFE catchment area

Red = Rape crisis catchment area

Blue = Child impacted by substances catchment area

Resources:

Circle = local crisis centers within catchment areas

Star = child and adolescent sexual abuse services

Square = Rape crisis centers

Triangle = SANE sites

Hexagon = Children's advocacy center

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National:

Rape Abuse and Incest National Network (RAINN)

(800) 656-4673

www.rainn.org

24 hour confidential hotline or website live chat.

Darkness to Light National Helpline

(866) 367-5444

Information and referrals for sexual abuse services

Boys and Girls Town National Helpline

(800) 448-3000

www.boystown.org

24 hour support to parents, teens, and families

Support for: suicide prevention, abuse, anger, chemical dependency, and mental health

Statewide:

Jane Doe Inc.

1 (877) 785-2020

<https://janedoe.org/>

The Massachusetts Coalition Against Sexual Assault and Domestic Violence

Llámanos Spanish Language Helpline

(800) 223-5001

c/o YWCA of Western Mass.

1 Clough Street, Springfield, MA 01118

Local:

Wayside Trauma Intervention Services (Milford)

(800) 511-5070

(508) 478-6888x3135

24 hour Hotline, individual counseling for children and adults

New Hope (Milford/Southbridge)

(800) 323-4673

www.new-hope.org

24 hour hotline, emergency shelter, and transitional living

Voices Against Violence (Framingham)

(800) 593-1125

TTY (508) 626-8686

24 hour hotline, shelter, individual counseling, advocacy

Pathways for Change (Worcester)

800-870-5905

24 hour hotline, shelter, peer counseling, advocacy

Deaf Survivors Program (Pathways) VideoPhone

(508)-502-7681

<https://www.pathwaysforchange.help/pfc/agency-programs/deaf-survivors-program/>

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Child and Adolescent Sexual Abuse Services:

Department of Children and Families (DCF)

185 Church Street, Whitinsville, MA, 01588

(508) 929-1000

(Bellingham, Blackstone, Douglas, Franklin, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, Sutton, Upton, Uxbridge)

63 Fountain Street, Framingham, MA 01702

(508) 424-0100

(Hudson, Marlborough, Maynard, Northborough, Southborough, Stow, Westborough, Holliston)

30 Mystic Street, Arlington, MA 02474

(781) 641-8500

(Medfield, Millis, Norfolk, Walpole, Wrentham)

MA Society for the Prevention of Cruelty to Children (MSPCC)

(508) 752-2967

335 Chandler Street, Worcester, MA 01602

www.mspcc.org

UMASS Memorial Child Protection Program

(774) 442-6629

55 Lake Avenue, Worcester, MA 01655

Evaluations and physical exams to youth under 18 following any type of abuse

Wayside Youth and Family Support Network

(508) 478-6888

10 Asylum St, Milford, MA 01757

<https://www.waysideyouth.org/>

Outpatient, In-home, and Psychiatry Services for ages 22 and under

Wayside Trauma Intervention Services

(508) 478-6888 x 3135

10 Asylum St, Milford, MA 01757

Free short term trauma counseling for all-age survivors of childhood sexual abuse, sexual assault, domestic violence, homicide, children who witness violence, and children impacted by substances.

Arbour Counseling Services

(855) 575-2273

www.arbourhealth.com

Individual, couple, family, and group counseling for all ages.



Rape Crisis Centers:

Norfolk/Bristol Counties:

New Hope

<http://www.new-hope.org/sexual-assault-services/>

140 Park Street

Attleboro, MA 02703

Additional sites in Taunton, Webster

Hotline: (800) 323-4673

Office: (508) 226-4015

TTY: (508) 323-4673

Cape Cod:

Independence House

<https://independencehouse.org/>

160 Bassett Lane

Hyannis, MA 02601

Additional sites in Falmouth, Orleans, Provincetown

Hotline: (800) 439-6507

Office: (508) 771-6507

TTY: (508) 771-6782

Assabet/Blackstone Valleys:

Wayside Trauma Intervention

Services/Valley Rape Crisis Program

<https://www.waysideyouth.org/services/waysidemilford/trauma-intervention-services/>

10 Asylum Street

Milford, MA 01757

Hotline: (800) 511-5070

Office: (508) 478-6888

TTY: (508) 478-4205

Nantucket:

A Safe Place

<https://www.asafeplacenantucket.org/>

5B Windy Way

Nantucket, MA 02554

Hotline: (508) 228-2111

Office: (508) 228-0561

TTY: (508) 228-7095

Greater New Bedford Area:

New Bedford Women's Center/The Women's Center

<http://www.thewomenscentersc.com/>

405 County Street

New Bedford, MA 02740

Additional site in Fall River

Hotline: (508) 996-6636

Office: (508) 996-3343

Worcester County:

Pathways for Change

<https://www.pathwaysforchange.help/pfc/>

588 Main Street

Worcester, MA 01608-2014

Additional sites in Fitchburg, Southbridge, North Brookfield

Hotline: (800) 870-5905
Office: (508) 852-7600
TTY: (888) 887-7130

Metro West:

Voices Against Violence: A program of South Middlesex Opportunity Council
<https://www.smoc.org/voices-against-violence.php>
7 Bishop Street (SMOC)
Framingham, MA 01702
Hotline: (800) 593-1125
Office: (508) 820-0834
TTY: (508) 626-8686

Greater Boston Area:
Boston Area Rape Crisis Center

<https://barcc.org/>
99 Bishop Allen Drive
Cambridge, MA 02139
Additional sites in Boston, Chelsea
Hotline: (800) 841-8371
Office: (617) 492-8306
TTY: (617) 492-6434

Northeast:

YWCA Northeastern Massachusetts
<https://ywcaneema.org/>
38 Lawrence Street
Lawrence, MA 01840
Hotline: (877) 509-9922
Office: (978) 682-3039 x 1023
TTY: (978) 686-8840

YWCA North Shore Rape Crisis Center

<https://ywcaneema.org/>
20 Central Avenue, Suite 510
Lynn, MA 01901
Hotline: (800) 922-8772
Office: (781) 477-2313

Center for Hope and Healing
<https://chhinc.org/contact-us/>

21 George Street, 4th floor
Lowell, MA 01852
Hotline: (800) 542-5212
Office: (978) 452-7721
TTY: (978) 452-8723

TTY: (508) 996-1177

Martha's Vineyard:

**Martha's Vineyard Community Services
CONNECT to End Violence**

<https://www.mvcommunityservices.org/>
111 Edgartown Road
Vineyard Haven, MA 02568
Additional site in Edgartown
Hotline: (508) 696-7233
Office: (774)-549-9667
TTY: (774)-549-9659

Hampshire County:

Center for Women and Community

<https://www.umass.edu/cwc/get-help>
at UMass Amherst
180 Infirmary Way
Amherst, MA 01003
Hotline: (413) 545-0800
Office: (413) 545-0883
TTY: (413) 577-0940

Franklin County/North Quabbin:

**New England Learning Center for Women In
Transition**

<https://www.nelcwit.org/>
479 Main Street
Greenfield, MA 01301
Additional site in Orange
Hotline: (413) 772-0806
Office: (413) 772-0871
TTY: (413) 772-0815

Berkshire County:

Elizabeth Freeman Center

<https://www.elizabethfreemancenter.org/learn-more/sexual-assault/>
43 Francis Avenue
Pittsfield, MA 01201
Additional sites in Adams, North Adams, Great Barrington
Hotline: (866) 401-2425
Office: (413) 499-2425
TTY: (413) 499-2425

Hampden County:

YWCA of Western Mass.

Plymouth County/South Shore:

A New Day: A program of Health Imperatives

<https://healthimperatives.org/>

950 West Chestnut Street

Brockton, MA 02301

Additional sites in Quincy, Weymouth, Plymouth

Hotline: (508) 588-8255

Office: (508) 580-3964

TTY: (508) 894-2869

<https://www.yvworks.org/>

1 Clough Street

Springfield, MA 01118

Additional sites in Westfield, Huntington

Hotline: (800) 796-8711

Office: (413) 732-3121

TTY: (413) 733-7100

EXIT

Disabled Persons Protection Commission Sexual Assault Response Unit (SARU):

- SARU works to increase access to trauma services for survivors of sexual assault. SARU works within adult protective services and provides services including: free, accessible needs assessment, resources and referrals, peer support, and clinical matching. SARU Navigators assist survivors with accessing medical care, legal services, counseling, peer support, and additional services.

Phone: 617-727-6465

24/7 Hotline: 800-426-9009

300 Granite Street, Suite 404, Braintree, MA 02184

<https://www.mass.gov/locations/disabled-persons-protection-commission-sexual-assault-response-unit-saru>

Sexual Assault Nurse Examiner (SANE) Program Resources:

Designated SANE hospitals (ages 12+):

Central MA:

Regional Coordinator:

Jennifer Powell, BSN, RN, BSN, SANE

Phone: (508) 688-4402

Jennifer.Powell@state.ma.us

Locations:

Harrington Memorial Hospital

100 South St.

Southbridge, MA 01550

(508) 765-9771

Northeastern:

Regional Coordinator:

Deb Perry, MSN, BS, RN, SANE, CEN

Phone: (978) 478-8138

Deborah.Perry@state.ma.us

Locations:

Lawrence General Hospital

(Operating 24 hrs/day, 7 days a week)

1 General St.

Lawrence, MA 01842-0389

Milford Regional Medical Center

14 Prospect St.
Milford, MA 01757
(508) 473-1190

St. Vincent's Hospital

123 Summer St.
Worcester, MA 01608
(508) 363-5000

UMASS Memorial Hospital

Memorial Campus
119 Belmont Street
Worcester, MA 01605
(508) 334-1000

UMASS University Hospital

University Campus
55 Lake Avenue North
Worcester, MA 01655
(508) 334-1000

South Eastern MA:

Regional Coordinator:

Kristi Holden, BSN, RN, SANE
Phone: (774) 274-0757
Kristi.Holden@state.ma.us

Locations:

Beth Israel Deaconess – Plymouth

275 Sandwich St.
Plymouth, MA 02360
(508) 746-2000

Brockton Hospital

680 Centre St.
Brockton, MA 02302-3395
(508) 941-7000

Charlton Memorial Hospital

363 Highland Avenue
Fall River, MA 02720
(508) 679-3131

Morton Hospital

88 Washington St.

(978) 683-4000

info@lawrencegeneral.org

Lowell General Hospital

295 Varum Avenue
Lowell, MA 01854
(978) 937-6000

Greater Boston:

Regional Coordinators:

Claire Shastany, RN, SANE
Greater Boston, MA Regional Coordinator
Phone: (781) 718-9164
Claire.Shastany@state.ma.us

Laurie Ferguson, RN, SANE

Greater Boston, MA Operational Coordinator

Phone: (781) 718-6731

Laurie.Ferguson@state.ma.us

Locations:

Beth Israel Deaconess Center

330 Brookline Avenue
Boston, Massachusetts 02215
(617) 667-7000

Boston Medical Center

One Boston Medical Center Place
Boston, MA 02118
(617) 638-6800

Brigham and Women's

75 Francis St.
Boston, MA 02115
(617) 732-5500

Cambridge Hospital

(Operating 24 hrs/day, 7 days a week)
1493 Cambridge St.
Cambridge, MA 02139
(617) 665-2300

Children's Hospital – Boston

300 Longwood Avenue
Boston, MA 02115
(617) 355-6000

Massachusetts General Hospital

Taunton, MA 02780
(508) 828-7000

South Shore Hospital

55 Fogg Road
Weymouth, MA
(781) 624-8321

St. Luke's Hospital

101 Page St.
New Bedford, MA 02740
(508) 997-1515

Tobey Hospital

43 High St.
Wareham, MA 02571
(508) 295-0880

Western MA:

Regional Coordinator:

Mary Walz-Watson, BS, RN, SANE
Phone: (857) 207-0789
Mary.Walz-Watson@state.ma.us

Locations:

Baystate Medical Center

759 Chestnut St.
Springfield, MA 01199
(413) 794-0000

Baystate Wing Hospital

40 Wright St.
Palmer, MA 01069
(413) 283-7651

Berkshire Medical Center

725 North St.
Pittsfield, MA 01201
(413) 447-2000

Cooley Dickinson Hospital

30 Locust St.
Northampton, MA 01061-5001
(413) 582-2000

Mercy Medical Center

271 Carew St.
Springfield, MA 01102-9012

55 Fruit St.
Boston, MA 02114-2622
(877) 424-5678

Newton Wellesley Hospital

2014 Washington St.
Newton, MA 02462
(617) 243-6000

Cape/Islands:

Regional Coordinator:

Kathleen Ecker, MSN, NP-BC, SANE
Phone: (774) 274-0944
Kathleen.Ecker@state.ma.us

Locations:

Cape Cod Hospital

27 Park St.
Hyannis, MA 02601
(508) 771-1800

Falmouth Hospital

100 Ter Heun Drive
Falmouth, MA 02540
(508) 548-5300

Nantucket Cottage Hospital

57 Prospect St.
Nantucket, MA 02554
(508) 825-8100

(413) 748-9000

UMASS Amherst University Health Services

(Serving only students and staff of the "Five College Community")

150 Infirmary Way
Amherst, MA 01007
(413) 577-5000

TeleSANE locations:

Baystate Franklin Medical Center

164 High Street
Greenfield, MA 01301
(413) 773-0211

Saint Anne's Hospital

795 Middle Street
Fall River, MA 02721
(508) 674-5600

MetroWest Medical Center

115 Lincoln Street
Framingham, MA 01702

Nantucket Cottage Hospital

57 Prospect Street
Nantucket, MA 02554
(508) 825-8100

Tribal Partnership:

Hopi HealthCare Center

Highway 264 Mile Post 388
Polacca, AZ 86042
(928) 737-6000
(508) 383-1000

EXIT

Children's Advocacy Centers (CAC's) (Pediatric SANE For Ages 11 and under):

CAC Locator: <https://machildrensalliance.org/locate-a-cac/>

Barnstable County:

Children's Cove

Pedi SANE: Deborah Sorrentino, MS, FNP-BC,
SANE
P.O. Box 427
Barnstable, MA 02630
(508) 375-6926

Berkshire County:

Hampshire County:

Children's Advocacy Center for Hampshire County

P.O. Box 1247
Easthampton, MA 01027
(413) 522-2946

Middlesex County:

Berkshire County Kid's Place

Pedi SANE: Karen Egenes MS, RN, FNP-BC,
SANE
63 Wendell Ave
Pittsfield, MA 01201
(413) 499-2800 ext. 123

Bristol County:

Children's Advocacy Center of Bristol County

Pedi SANE: Cindy Moore, MSN, RN, CPNP,
SANE
58 Arch St.
Fall River, MA 02724
(508) 674-6111

Essex County:

Essex Children's Advocacy Center

Pedi SANE: Kristine Aznavoorian, MSN, RN,
CPNP, SANE
280 Merrimack St.
Lawrence, MA 01841
(978) 984-7535

Franklin County:

**Children's Advocacy Center of Franklin
County and North Quabbin Inc.**

56 Wisdom Way
Greenfield, MA 01301
(413) 475-3401

Hampden County:

Baystate Family Advocacy Center

50 Maple Street, 3rd Floor
Springfield, MA 01102
(413) 794-9816

Middlesex Children's Advocacy Center

Pedi SANE: Mildrine Tulyse, MSN, FNP-BC,
SANE
15 Commonwealth Avenue
Woburn, MA 01801
(781) 897-8422

Norfolk County:

Norfolk Advocates for Children

Pedi SANE: Rachel Niemiec MSN, FNP-BC,
SANE
12 Payson Road
Foxboro, MA 02035
(508) 543-0500

Plymouth County:

**Plymouth County Children's Advocacy
Center**

Pedi SANE: Rachel Niemiec MSN, FNP-BC,
SANE
309 Pleasant Street
Brockton, MA 02301
(508) 580-3383

Suffolk County:

Suffolk County Children's Advocacy Center

Pedi SANE: Adine Latimore, MSN, PNP-BC,
SANE
989 Commonwealth Ave
Boston, MA 02215
(617) 779-2144

Worcester County:

**Children's Advocacy
Center of Worcester County**

180 Main Street, 5th Floor
Worcester, MA 01608
(508) 792-0214

EXIT

Additional Medical Support:

Planned Parenthood National Line

(800) 230-7526

Services: abortion referral, birth control, HIV testing, women's health care, men's health care, emergency contraception, pregnancy testing and services, STD testing, treatment and vaccines.

Planned Parenthood League of MA

(800) 258-4448

Milford Center

(508) 458-3300

208 Main Street, Suite 101, Milford, MA 01757

Marlborough Center

(508) 970-1100

91 Main Street, Suite 103

Marlborough, MA 01752

Emergency Contraception (Morning After Pill) Resources:

Statewide Sexual Health Helpline

(877) 627-3933

Emergency Contraception Hotline

(888) 668-2528

Plan B One-Step Information and Pharmacy Locator

www.planbonestep.com

AIDS/HIV/STD Help Lines:

MA AIDS/HIV/STD Hotline

(800) 235-2331

TTY/TDD: (617) 437-1672

Youth Only AIDS Hotline (M-F 3pm-9pm)

(800) 788-1234

Hepatitis C Hotline

(800) 443-4372

MA Dept. of Public Health STD information line

(617) 983-6999

www.std411.org

CDC National AIDS/HIV/STD Hotline

(800) 232-4636

TTY (888) 232-6348

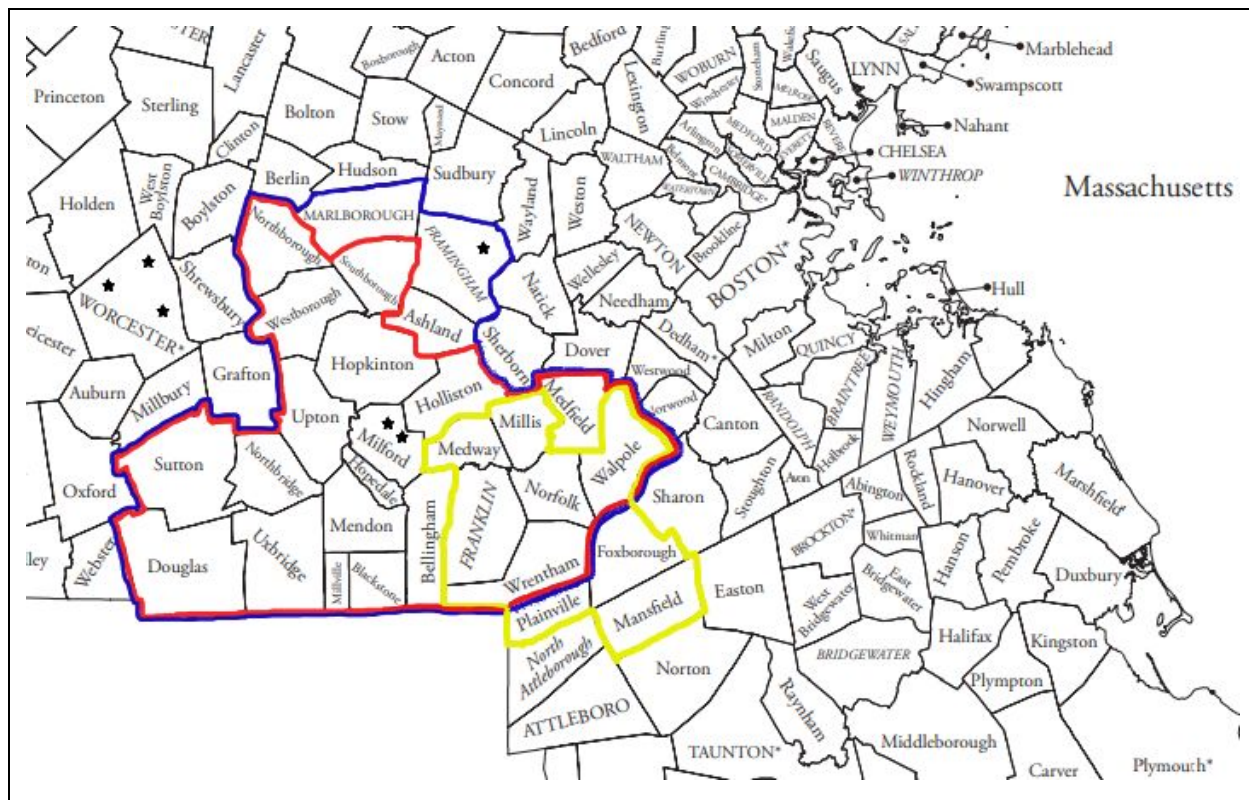
AIDS Project Worcester

(508) 755-3773

85 Green Street Worcester, MA 01604
Education, advocacy, and service for people living with AIDS

EXIT

Domestic Violence Resources



KEY

Regions:

Yellow = SAFE catchment area

Red = Rape crisis catchment area

Blue = Child impacted by substances catchment area

Resources: domestic violence resource centers within catchment areas are indicated by a star

EXIT

National:

National Domestic Violence hotline

(800) 799-7233

TTY (800) 783-3224

www.thehotline.org

National Stalking Resource Hotline

(800) 394-2255 Monday - Friday 8:30am-8:30pm ET

TTY (800) 211-7996

Deaf, Blind and Hard of Hearing National Domestic Violence Hotline

1-800-787-3224

TTY 1-855-812-1001

Teen Dating Abuse National Helpline

(866) 331-9474

(800) 787-3224

24 hour support and resources, Live chat through website

www.loveisrespect.org

Statewide:

Jane Doe Inc.

1 (877) 785-2020

<https://janedoe.org/>

The Massachusetts Coalition Against Sexual Assault and Domestic Violence

Asian Task Force Against Domestic Violence (ATASK)

(617) 338-2355

24-hour Multilingual Hotline

Massachusetts Alliance of Portuguese Speakers (MAPS)

(617) 864-7600

SAHELI: Friendship for South Asian Women

(866) 472-4354

The Network/ La Red

(617) 742-4911

TTY: (800) 832-1901

Ending partner abuse in LGBTQ/T, SM and Poly communities

Local:

Safelink

(800) 723-3546

TTY (877) 521-2601

24 hour hotline to assist in searching for available beds statewide

New Hope (Milford/Southbridge)

(800) 323-4673

www.new-hope.org

24 hour DV hotline, emergency shelter, and transitional living

Voices Against Violence (Framingham)

(800) 593-1125

TTY (508) 626-8686

24 hour DV hotline, shelter, individual counseling, advocacy

Pathways for Change (Worcester)

800-870-5905

24 hour hotline, shelter, peer counseling, advocacy

Daybreak-YWCA of Central MA (Worcester)

(508) 755-9030

www.ywcacentralma.org

24 hour DV hotline, shelter, transitional living and victim services

Wayside Trauma Intervention Services (Milford)

(800) 511-5070

(508) 478-6888x3135

24 hour Hotline, individual counseling for children and adults

Our Deaf Survivors Center (Worcester)

(978) 451-7225

Emergency Restraining Orders:

Business hours: contact area district court and request SafePlan advocate

After business hours: contact local PD or MA State Police (508) 820-2300

For more resources: https://janedoe.org/find_help/

Intimate Partner Abuse Intervention/Batterer's Intervention Programs:

Spectrum Health Services

(800) 464-9555 x 1156

1 (877) 697-3422

New Hope Respect Program

(877) 222-0083

Emerge

(617) 547-9879

www.emergedv.com

EXIT



Grief, Loss, and Bereavement support



SAFE Coalition

Support Hotline: (508) 488-8105

Office phone: (774) 847-9474

www.safecoalitionma.org

Wayside Trauma Intervention Services

(508) 478-6888 x 3135

10 Asylum St, Milford, MA 01757

Free short term trauma counseling for all-age survivors of childhood sexual abuse, sexual assault, domestic violence, homicide, children who witness violence, and children impacted by substances.

Grief Recovery After a Substance Passing

<http://grasphelp.org/>

Support for those who have lost someone to substance use

Support After a Death by Overdose (SADO.D.)

<https://sadod.org/>

Resources, information, and assistance to people who have been affected by the death of someone they care about from a substance-use-related cause. Support group locator on website.

EXIT



Mental Health Counseling



Wayside Youth and Family Support Network

(508) 478-6888

10 Asylum St, Milford, MA 01757

<https://www.waysideyouth.org/>

Outpatient, In-home, and Psychiatry Services for ages 22 and under

Wayside Trauma Intervention Services

(508) 478-6888 x 3135

10 Asylum St, Milford, MA 01757

Free short term trauma counseling for all-age survivors of childhood sexual abuse, sexual assault, domestic violence, homicide, children who witness violence, and children impacted by substances.

Community Impact

(508) 422-0242

(508) 422-0243

12 Main Street, Milford, MA 01757

<https://community-impact-inc.com/>

communityimpactinc@gmail.com

Advocates, Inc.

(508) 661-2020

www.advocates.org

Outpatient counseling and psychiatry for children and adults.

Arbour Counseling Services

(855) 575-2273

www.arbourhealth.com

Individual, couple, family, and group counseling for all ages.

Riverside Community Mental Health

(508) 529-7000

206 Milford Street, Upton, MA 01568

www.riversidecc.org

Outpatient counseling and psychiatry for children and adults.

Spectrum Health Services

(800) 464-955 x1161

200 East Main Street, Milford, MA 01757

www.spectrumhealthsystems.org/

Outpatient services for children and adults.

South Middlesex Opportunity Council (S.M.O.C)

(508) 480-0092

230 Maple Street, Marlborough, MA 01752

www.smoc.org

Individual, family, or group counseling for children, adolescents, and adults.

YOU, Inc.

(508) 849-5600

81 Plantation Street, Worcester, MA 01604

www.youinc.org

Counseling for children, adolescents, and families.

For more resources for Mental Health Counseling:

<https://www.mabhaccess.com/Search.aspx>

<https://www.psychologytoday.com/us/therapists>

EXIT

Psychiatric Emergencies:

****If someone is at risk of harming themselves or others please contact 911 or visit your local emergency department****

Emergency Services Program/Mobile Crisis Intervention

1-877-382-1609

Toll-Free: 1-(877) 382-1609

[https://www.mass.gov/emergencycrisis-services#:~:text=If%20you%20or%20a%20family,\(877\)%20382%2D1609](https://www.mass.gov/emergencycrisis-services#:~:text=If%20you%20or%20a%20family,(877)%20382%2D1609)

24/7 support

Riverside Community Care

(800) 529-5077

(800) 294-4665

www.riversideecc.org

24 hour emergency mobile crisis intervention services for mental health and addiction related emergencies.

Advocates, Inc.

(800) 640-5432

(508) 872-3333

www.advocates.org

24 hour emergency mobile crisis intervention services for any individual and families regardless of ability to pay.

Suicide and Self-Injury Resources:

National Suicide/Self Harm Prevention Helpline

(800) 273-8255

Samaritans

(877) 995-5247

(508) 875-4500

(617) 247-0220

www.samaritanshope.org

Support services for individual experiencing suicidal feelings or distress

Samariteens

(800) 252-8336

Confidential support for teens experiencing feelings of depression, stress, and loneliness provided by teens (15-18) M-F 3pm-9pm, Sat-Sun 9am-9pm.

S.A.F.E Alternatives

(800) 366-8288

www.selfinjury.com

Education and referrals to assist in ending self-harm

National Eating Disorder Association (NEDA)

(800) 931-2237

EXIT



LGBTQ+ Services and Resources



Lesbian, Gay, Bisexual and Transgender National Hotline
(888) 843-4564

The Network/La Red
Crisis Line 1-800-832-1901
(617) 423-7233
(617) 742-4911
TTY (617) 227-4911
www.thenetworklared.org

Support, information, and safety planning to anyone in the LGBTQ community who are being abused, or have been abused, by a partner

Lesbian, Gay, Bisexual and Transgender Helpline
(617) 267-9001
(888) 340-4528
www.fenwayhealth.org

Peer Listening Line
(617) 267-2535
(800) 399-PEER
www.fenwayhealth.org

Gay and Lesbian Legal Advocated and Defenders (GLAD)
(617) 426-1350
30 Winter Street, Suite 800, Boston, MA 02108
www.glad.org

Human Rights Campaign
(800) 777-4723
TTY (202) 216-1572
1640 Rhode Island Avenue N.W., Washington, D.C. 20036

GLBT Hate Crimes Hotline
(800) 686-HATE

National Center for Lesbian Rights (NCLR) Legal Helpline
(800) 528-6257

National LGBT Youth Talkline
(800) 246-7743

The Trevor Project
1(866) 488-7386
text TREVOR to 1-202-304-1200
www.thetrevorproject.org

Support and crisis intervention for LGBTQ+ individuals under 25. Hotline, text, and webchat available

Trans Lifeline
1(877) 565-8860
Support for Transgender people by transgender people

SAGE LGBT Elder Hotline
1-888-234-SAGE
Peer Support and local resources

Text TALK to 741741
Text with a trained counselor from the Crisis Text Line for free 24/7

Kiva Centers
209 Shrewsbury Street, Worcester, MA 01604
508-751-9600
<https://kivacenters.org/>
Recovery Learning Community that offers peer support, various groups and resources for individuals that have experienced mental health diagnoses, substance use, and trauma.

EXIT



Shelter and Housing Resources



MA Department of Transitional Assistance (DTA)
(800) 249-2007

www.mass.gov/dta

DTA Area Offices:

300 Howard Street, Framingham, MA 01701

(508) 661-6600

(Bellingham, Blackstone, Franklin, Hopedale, Hudson, Marlborough, Maynard, Medfield, Medway, Millis, Norfolk, Southborough, Stow, Walpole)

21 Spring Street, Taunton, MA 02780

(508) 884-5300

(Wrentham)

9 Walnut Street, Worcester, MA 01601

(508) 767-3100

(Douglas, Grafton, Millville, Northbridge, Northborough, Sutton, Upton, Uxbridge, Westborough, Whitinsville)

United Way of MA Bay and Merrimack Valley (First Call)

(877) 211-6277 OR 211

Shelter of Hope and Dignity of Women Searching Inc.

(508) 231-8710

Safelink

(800) 723-3546

TTY (877) 521-2601

24 hour hotline to assist in searching for available beds statewide for victims and survivors of Domestic Violence

EXIT



Elder Resources



Executive Office of Elder Affairs

(800) 243-4636

TTY (800) 872-0166

1 Ashburton Place, Boston, MA 02108

Tri-Valley Elder Services

(800) 286-6640

www.trivalleyinc.org

10 Mill Street, Dudley, MA 01571

EXIT



Resources for Individuals with Disabilities



National Alliance on Mental Illness

(800) 950-6264

www.nami.org

Legal advocacy on disability matters

Disability Law Center

(800) 872-9992

www.dlc-ma.org

Legal advocacy on disability matters

Massachusetts Commission for the Blind

(800) 392-6450

(617) 727-5550

Massachusetts Commission for the Deaf and Hard of Hearing

(508) 752-5441

(800) 882-1155

340 Main Street, Worcester, MA 01614

Our Deaf Sisters Survivor Support Project

(800) 870-5905

TTY (603) 665-8127

Counseling and advocacy for deaf survivors of sexual assault, sexual abuse, and domestic violence.

Emergency Interpreting Service for the Deaf

(800) 249-9949

MA Relay Services

TTY (800) 439-2370 or 711

Voice (800) 439-0183

24 hour communication services for hearing or speech loss

Video Relay

(866) 327-8877

Center for Living and Working, Inc.

(508) 798-0350

TTY (508) 755-1003

484 Main Street #345, Worcester, MA 01608

Information and referrals for skills training, advocacy, and peer counseling

Massachusetts Network of Information Providers for People with Disabilities

(800) 642-0249

200 Trapelo Road, Waltham, MA 02154

Massachusetts Brain Injury Association

(800) 242-0030

484 Main Street #325, Worcester, MA 01608

EXIT



Legal Services



Victim Rights Law Center

617-399-6270

www.victimrights.org

Free civil legal services to survivors and victims of sexual assault

Casa Myrna Vazquez, Inc.

617-521-0146

www.casamyrna.org

Legal helpline and services for survivors and victims of DV

Legal Advocacy and Resource Center (LARC)

(800) 342-5297

(617) 603-1700

<https://larcma.wordpress.com/>

Free legal hotline for information, and referrals for low-income residents. Website offers information and online application

MetroWest Legal Services

(508) 620-1830

TTY: (800) 696-1501

www.mwlegal.org

Free income based legal services based for specific towns. Website offers information and online application

Community Legal Aid

1-800-649-3718

<https://communitylegal.org/>

Income based legal services for central and Western MA

Volunteer Lawyers Project

617-603-1700

www.vlpnet.org

Legal assistance and referrals for low income individuals and families

Harvard Legal Aid Bureau

617-495-4408

<https://www.harvardlegalaid.org/>

Student-run civil legal aid providing free representation to low-income and marginalized communities

South Coastal Counties Legal Services, Inc

800-244-9023

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

Free civil legal services to low-income families, elders, victims of crime and people with disabilities.

GLBTQ Legal Advocates & Defenders (GLAD)

1-800-455-4523

617-426-1350

www.glad.org

Disability Law Center

(800) 872-9992

www.dlc-ma.org

Legal advocacy on disability matters

Children's Law Center of Massachusetts (CLCM)

1-888-543-5298

Massachusetts Advocates For Children (MAC)

617-357-8431 ext. 223

www.massadvocates.org

MA Senior Legal Helpline

(877) 778-0939

MA Justice Project Intake Line (Worcester Country)

(508) 831-9888

Massachusetts Legal Resource Finders:

<https://www.masslegalservices.org/findlegalaid>

<https://www.masslegalhelp.org/>

EXIT

County Courts/Victim Witness Advocates:

Worcester County:

Milford District Court

161 West Street, Milford, MA 01757

(508) 473-1260

D.A./Victim Witness Advocate Office: (508) 478-4570

Uxbridge District Court

261 S. Main Street, Uxbridge, MA 01569

(508) 278-2454

D.A./Victim Witness Advocate Office: (508) 278-5780

Westborough District Court

186 Oak Street, Westborough, MA 01581

(508) 366-8266

D.A./Victim Witness Advocate Office: (508) 366-1790

Worcester Superior Court

225 Main Street, Worcester, MA 01608
(508) 770-1899
A.D.A Sexual Assault Supervisor: (508) 755-8601
A.D.A Domestic Violence Supervisor: (508) 755-8601

Worcester Probate and Family Court

(508) 770-0825
225 Main Street, Worcester, MA 01608

Worcester Victim Witness Program

(508) 755-8601

Worcester County District Attorney Office

(508) 755-8601
www.worcesterda.com

Children's Justice Center at UMASS Children's Medical Center

(774) 442-6629
[Child Protection Program](#)

Worcester County DA SAIN Team Child Abuse Unit

(508) 792-0214

EXIT

Norfolk County:

Wrentham District Court

60 East Street, Wrentham, MA 02093
(508) 384-3106
D.A./Victim Witness Advocate Office: (508) 384-3788

Dedham District Court

631 High Street, Dedham, MA 02026
(781) 329-4777
D.A./Victim Witness Advocate Office: (781) 251-0216

Norfolk Superior Court

650 High Street, Dedham, MA 02026
(781) 326-1600
SA/DV Unit Chief: (781) 831-4800 x301

Norfolk Probate and Family Court

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

Norfolk County Victim Witness Program

(781) 831-4800 x301

Norfolk County District Attorney Office

(781) 830-4800

www.mass.gov/norfolkda

Children's Advocacy Center of Norfolk County

(781) 831-4800 x301

EXIT

Middlesex County:

Concord District Court

305 Walden Street, Concord, MA 01742
(978) 369-0500
D.A./Victim Witness Advocate Office: (781) 897-8775

Marlborough District Court

45 Williams Street, Marlborough 01752
(507) 485-3700
D.A./Victim Witness Advocate Office: (781) 897-6775

Middlesex Superior Court

200 Trade Center, Woburn, MA 01801
(781) 939-2700
(781) 897-8452

Middlesex Probate and Family Court

208 Cambridge Street, Cambridge, MA
(617) 768-5800

Middlesex County Victim Witness Program

(781) 897-4900

Middlesex County District Attorney Office

(781) 897-8300

<https://www.middlesexda.com/>

Middlesex Children's Advocacy Center

(781) 897-8400

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Victim Assistance Agencies:

MA Attorney General Office

(617) 727-2200

TTY (617) 727-4765

Main office: 1 Ashburton Place, Boston, MA 02108

Area Office: 10 Mechanic Street, Worcester, MA 01608

(508) 792-7600

Victim Compensation Division: (617) 727-2220 x2160

MA Office for Victims Assistance (MOVA)

(617) 586-1340

www.mova.state.ma.us

1 Ashburton Place, Suite 1101 Boston, MA 02108

MA Criminal History Systems Board- Victim Service Unit

(617) 660-4690

TTY (617) 660-4606

200 Arlington Street, Chelsea, MA 02150

Certifies victims, witnesses, family members of homicide victims, parents and guardians of minor aged victims, and citizens in fear to be notified in advance of an offender's release from prison.

Sex Offender Registry Board

(978) 740-6440

Victim Service Unit

(800) 936-3426

MA Dept. of Corrections (DOC) Victim Services Unit

(978) 369-3618

Provides information on offenders in DOC custody

MA Parole Board Victim Services Line

(888) 298-6272

Provides victims with information pertaining to an offender's post-conviction status

Victim Services Coordinator

(508) 753-7252

340 Main Street, Suite 380, Worcester, MA 01608

MA Commission Against Discrimination

(617) 994-6000

TTY (617) 994-6196

1 Ashburton Place, Suite 601, Boston, MA 02108

455 Main Street, RM 101 Worcester, MA 01608

(508) 799-8010

Information on Victim's Compensation:

<https://www.mass.gov/files/documents/2018/11/13/victim-comp-app.pdf>

Immigration Services:

Catholic Charities Refugee and Immigration Services

(617) 268-9670

www.ccab.org

275 Broadway Street, Boston, MA 02127

Greater Boston Legal Services

(617) 371-1234

www.gbls.org

197 Friend Street, Boston, MA 02114

Women's Commission for Refugee Women and Children

(212) 551-3115

<https://www.womensrefugeecommission.org>

Abuse Reporting and Support:

National Child Abuse Hotline

(800) 422-4453

www.childhelp.org

Dedicated to the prevention and treatment of child abuse

Child at Risk Reporting Line

(800) 792-5200

Disabled Person's Protection Commission (DPPC)

(800) 426-9009
TTY (800) 822-0350
300 Granite Street, Suite 404, Braintree MA 02184

Health Care Quality (DPH)

(617) 753-8000
Services for individuals abused in long-term hospital care facilities

MA Elder Abuse Hotline

(800) 922-2275

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GLOSSARY



Alcoholics Anonymous (AA)

An international, faith-based recovery program in the 12 step tradition. The group is nonprofessional, self-supporting, multiracial, apolitical, and free for anyone to attend. Other groups utilizing the same step process are also widely available, such as Narcotics Anonymous (NA) and Overeaters Anonymous (OA).

Abuse

A wide range of behaviors inflicted by one person onto another person or group of people with the intent of maintaining power and control. Abuse can be physical, sexual, emotional, financial, religious, or neglect. It is common for a perpetrator to use multiple types of abuse in an effort to control every aspect of the victim(s) life.

Addiction

A treatable, chronic medical disease involving complex interactions among the nervous system, genetics, the environment, and an individual's lived experience. People with addiction use substances or engage in behaviors that become compulsive and continue despite harmful or negative consequences. With the proper resources and treatment, addiction can be managed just as well as any other chronic disease.

Alanon

A worldwide fellowship that offers a program of recovery for families and friends of this

who are struggling with a substance use disorder, whether or not their loved one is actively seeking help. Members give and receive comfort and understanding through mutual dialogue, strength, and hope. Al-Anon is apolitical, areligious, confidential, and self-sustaining.

Alateen

A worldwide fellowship that utilizes the structure of Alanon, but caters to youth and adolescent members who are impacted by a loved one's substance use, whether or not their loved one is actively seeking treatment.

Bereavement

The period of grief and mourning after a loss or death. Can include a wide range of mental, physical, social, or emotional reactions. Bereavement can last for any period of time, for a few days to years. Grief counseling, support groups, community supports, and therapy may be sources of support for those who are experiencing bereavement.

Children Advocacy Center (CAC)

Culturally sensitive, multidisciplinary resource centers for child victims of abuse and their families. There are currently 12 CAC's located in the state of Massachusetts. CAC resources can include advocacy services, support groups, information and referrals, and collaboration with local organizations to ensure child safety and reduced risk of trauma.

Clinical Stabilization Services (CSS)

CSS services are highly structured, residential services that aim to assist individuals who need acute treatment but no longer need medically-assisted detox. CSS services focus on managing symptoms and building skills for long-term recovery.

Counseling

A professional relationship that empowers diverse individuals, families, and groups to accomplish mental health, wellness, education and career goals.

Department of Transitional Assistance (DTA)

A state department that assists and empowers low-income individuals and families to meet their basic needs, improve their quality of life, and achieve long-term economic self-sufficiency. DTA provides benefits such as direct cash assistance, food assistance (SNAP), and workforce training opportunities.

Detox program

Medically monitored, 24-hour nursing care to monitor and assist with symptoms associated with withdrawal from drugs and alcohol. Every patient will receive an aftercare treatment plan recommendation upon discharge. Detox can be voluntary or involuntary (Section 35).

Dual Diagnosis

A term that is used to refer to a person who has both a diagnosed mental illness and substance use disorder.

Domestic Violence/Intimate Partner Violence

A pattern of behaviors used by one partner to maintain power and control over another partner in an intimate relationship. May also be referred to as intimate partner violence (IPV), dating abuse, or relationship abuse. Domestic violence can happen to anyone regardless of race, gender, age, ethnicity, sexual orientation, or religion. Domestic violence encompasses a wide range of controlling behaviors, which can include physical, sexual, emotional, and financial abuse, stalking, threats, and other forms of violence.

Emergency Restraining Order

A form of civil court restraining order that provides individuals with immediate protection in cases of domestic violence or other abuse. Emergency restraining orders are issued outside of normal court hours and on weekends, and are usually only in effect for 72 hours, until a permanent protective order can be issued. In certain cases, this 72 hour period can be extended.

Family Substance Abuse Shelter

Family Substance Abuse Shelters provide specialized residential services for families experiencing homelessness and with a parent living with substance use disorder. These shelters offer safe support and case management to residents.

Intensive Outpatient Program

For those who do not need medically-supervised detox, IOP programs are a step towards building skills, support, and behavioral change on the road of recovery. Typically, participants attend anywhere from daily to several times a week and may engage in services including individual and group therapy, skill building, 12-step groups, and drug testing.

Intimate Partner Abuse Intervention (formerly Batterer's Intervention)

Intimate Partner Abuse Education Programs (IPAEP) are education programs for people who abuse their intimate partners. These programs are court mandated and state sponsored, with the goal of helping the batterer stop abusive and controlling behaviors, as well as keeping the victims of abuse safe.

Narcotics

Also known as opiates, narcotics are a category of drug that, in moderate doses, dulls the senses, relieves pain, and induces profound sleep. When used excessively, narcotics can cause stupor, coma, convulsions, or may result in death. Common narcotics include heroin, morphine, and prescription painkillers, such as oxycodone.

Protective Order

A type of restraining order that is used in Massachusetts. A judge may issue an Abuse Prevention Order (209A Order) in a case where the victim has a specific relationship with an abusive person, such as a partner, family member, or person living in the home.

Rape Crisis Center

Rape Crisis Centers (RCC) provide free services for survivors of sexual assault and those close to them. RCCs have trained rape crisis counselors who are able to provide services such as: individual counseling, group counseling, and advocacy at the hospital, police station, and court. RCCs also provide 24/7 counseling and resources through hotlines, and offer education, training, and outreach.

Recovery Homes/Half-Way Houses

Recovery Homes and Half-Way Houses are structured living environments for individuals in recovery from substance use disorders. These homes are free from drugs and alcohol, and maintain a focus on recovery and treatment. Residents are encouraged to access community-based supports and resources

Safeplan Advocate

Safeplan advocates are specially trained advocates through the Massachusetts Office of Victim's Assistance (MOVA). Safeplan advocates help victims of domestic violence, sexual assault, and stalking who are seeking protection from abuse. Safeplan advocates are available in 53 courts across Massachusetts, as well as being available through 15 local community-based domestic violence and sexual assault agencies.

SAMHSA

The Substance Abuse and Mental Health Services Administration (SAMHSA) is an agency within the U.S. Department of Health and Human Services. SAMHSA works to reduce the Impact of substance abuse and mental illness on communities through strategic planning, practitioner trainings, research studies, and resource distribution.

SANE Exam/SANE Kit

Following a sexual assault, individuals 12 and older can choose to go to the hospital and complete a sexual assault forensic exam, also known as a rape kit. This exam provides important medical care and collects and preserves potential DNA evidence if you choose to report. **You do not have to report your assault to the police in order to have this exam completed.** Sexual assault forensic exams can be completed up to 5 days after the assault, even if you have showered, and are completed by a specially trained Sexual Assault Nurse Examiner (SANE). SANE Nurses are able to provide 1-to-1 care, collect DNA evidence, provide emergency contraception and medication to prevent STDs, HIV, and provide expert testimony if the case goes to trial. The exam is entirely your choice and you may refuse any step of the exam and stop or pause for breaks if needed. Sexual Assault Forensic

Exams are **free** of charge, and survivors can apply for Victim's Compensation. Trained counselors from local rape crisis centers can provide 24/7 support to survivors and their families during the exam, and assist in referrals for counseling and support. There are specific hospitals in MA where SANEs can respond in person, and additional sites that offer teleSANE assistance through a secure video link. Individuals under 12 years old can receive care at Children Advocacy Center's following sexual assault

Section 35

A law in Massachusetts that allows a qualified person to request a court order requiring someone to be civilly committed and treated involuntarily for an alcohol or substance use disorder. To be held on a section 35, a person must be found by a judge to have an alcohol or substance use disorder and at a high risk of harm to themselves or others. If both criteria are met, the person is transported to a state designated treatment facility to receive appropriate services. The commitment can last for up to, but cannot exceed, 90 days.

Sexual Assault

Any sexual contact or behavior that occurs without explicit consent of the victim. Some common forms of sexual assault include: attempted or completed rape, fondling, and other forced sex acts. It is important to remember that, though sexual assault can take on many different forms, it is never the victim's fault.

Sober Home

Sober homes typically serve as a transition from more structured programs. They often do not offer treatment services, and are a less structured living environment free from drugs and alcohol. Sober homes offer peer-to-peer recovery support and often require the residents to be employed, remain in treatment, and pay rent. Sober homes are most appropriate for individuals who have already established a recovery program and are voluntarily seeking to live with other sober individuals in support of recovery.

Substance Use

Refers to the use of drugs or alcohol, and can include substances such as cigarettes, illegal drugs, prescription drugs, inhalants, and solvents. A substance use problem occurs when using alcohol or drugs causes harm to an individual and/or to others. Substance use problems can lead to addiction, and the eventual development of substance use disorders.

Victim Compensation

A state program in Massachusetts that provides compensation to victims of violent crimes. Under the Massachusetts Victim's Compensation Law, a victim of any violent crime, including domestic violence and sexual assault, is eligible for some financial compensation. Most notably, Victim's Compensation covers the costs of all SANE kits done

in Massachusetts.

Victim Witness Advocates

Victim advocates ensure that crime victims, their family members and witnesses are fully informed of their rights as mandated by the Massachusetts Victim Bill of Rights. Victim advocates provide a wide range of advocacy and resources to those who are involved in criminal legal proceedings against a perpetrator, and help to ensure that victims and witnesses are treated with compassion, dignity, and fairness.

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Credits



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