



Main Office: 588 Main St. Worcester, MA 01608
(Satellite Offices: Fitchburg, Gardner, Southbridge and North Brookfield, and other areas by appointment only)

800-870-5905 24-hour hotline (Voice)
508-502-7681 24-hour hotline (Video Phone)
508- 852-7600 Office (Voice) m-f, 9-5
508- 852-7870 Fax
844-292-YASS (9277) Youth Helpline

Statewide Hotlines:

508-502-7681 24/7 Video Phone for Deaf & HoH (ASL)
800-223-5001 Llámanos y Hablemos 24/7 (Spanish)

Person to contact if a Survivor or SO would like counseling services:

(1) Linda Rutherford (508)852-7600 x113, Tu-Sa, 9a-5p
LRutherford@PathwaysforChange.Help

Or (2) Heidi Sue LeBoeuf (508)852-7600 x117, M-F, 9a-5p
HLeBoeuf@PathwaysforChange.Help

For Scheduling or HL Tech Support: Quiana Langley-Carr (508)840-4535
QLangley-Carr@PathwaysforChange.Help

Pathways Service Area*:

Ashby, Ashburnham, Auburn, Ayer, Barre, Berlin, Bolton, Boylston, Brookfield, Charlton, Clinton, Dudley, East Brookfield, Fitchburg, Gardner, Grafton, Hardwick, Harvard, Holden, Hubbardston, Lancaster, Leicester Leominster, Lunenburg, Millbury, New Braintree, North Brookfield, Oakham, Oxford, Paxton, Pepperell, Princeton, Rutland, Shirley, Shrewsbury, Southbridge, Spencer, Sterling, Sturbridge, Templeton, Townsend, Warren, Webster, West Boylston, West Brookfield, Westminster, Winchendon, and Worcester

When providing information to SV survivors, significant others, or members of their family, please give them the choice of calling their closest RCC themselves or offer to make the referral on their behalf.

* We are allowed to accept referrals from anywhere in MA, the list above is for reference only. Although best practice is to also let individual know there is an RCC closer to them, then provide the referral if they are interested.

Please keep in mind...

If a phone number is bolded, it is a 24-hour hotline.

Commonly Offered Numbers

<u>Agency</u>	<u>Resource</u>	<u>For more info...</u>
Ascentria	Refugee & Immigrant Services	774-243-3099
Casa Myrna/SafeLink	All MA DV Shelter Info	877-785-2020 24/7
Community Legal Aid	Civil legal aid provider for MA	855-252-5342
Deaf Survivor Hotline	ASL HL for Deaf & HoH	508-502-7681 24/7
Llámanos y Hablemos	Spanish Language HL	800-223-5001 24/7
Mass Legal Help	Free MA legal information	Click on link
Mass RCC's	listing of RCC's by region	Click on link
Victim Compensation	Funding for Crime Victims	617-727-2200 x2160
Victim Rights Law Center	Free Consultation ONLY for SV Survivors	617-399-6720 x19 (Eng.) 617-399-6720x35 (Spa.)

OTHER AGENCIES IN HOTLINE COLLABORATION

Wayside: Valley Rape Crisis Center

Contact: Jeanne Ward / 508-478-6888 ext. 135

24-Hour Rape Crisis Hotline: 800-511-5070

Service Area: Bellingham, Blackstone, Douglas, Franklin, Grafton, Hopedale, Hudson, Marlborough, Maynard, Medfield, Medway, Mendon, Milford, Millis, Millville, Norfolk, Northbridge/Whitinsville, Northborough, Southborough, Sutton, Stow, Upton, Uxbridge, Walpole, Westborough, Wrentham.

Northeastern Rape Crisis

Contact: Ross Steinborn / 978-682-3039

24-Hour Rape Crisis Hotline: 877-509-9922

Service Area: Andover, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Lynn, Merrimac, Methuen, Newburyport, N. Andover, N. Reading, Salem

Hospitals

Central MA [SANE](#) Regional Coordinator: Pamela Plante / (781) 379-2378

Designated SANE Hospitals (24/7 Coverage):

[Harrington](#): UMASS Memorial Health (508) 765-3195

100 South St. Southbridge, MA 01550

[St Vincent Hospital](#) (508) 363-5000

20 Worcester Ctr. Blvd Worcester, MA 01608

[UMass Memorial](#) – University Campus ER: (508) 421-1750

55 Lake Ave North Worcester, MA, 01602

Pediatric ER: (508) 421-1600

[UMass Memorial](#) – Memorial Hospital (508) 334-6481

119 Belmont St. Worcester, MA 01602

Non-SANE Hospitals

Harrington Healthcare (508) 943-2600 ext. 271

340 Thompson Rd, Webster, MA 01570

***NO ER:** refer to Harrington in Southbridge

UMass Memorial Health: [Leominster Campus](#) (978) 466-2451

60 Hospital Rd, Leominster, MA, 01453

[Heywood Hospital](#) (978) 632-3420

242 Green St, Gardner, MA, 01441

UMass Memorial Health: [Clinton Campus](#) (978) 368-3000

201 Highland St, Clinton, MA, 01510

[Nashoba Valley Medical Center](#) (978) 784-9250

200 Groton Rd., Ayer, MA 01432

Domestic Violence Services

SAFEPLAN*

SAFEPLAN is a court-based program which provides specially trained and certified advocates to assist survivors who are seeking protection from violence. They are provided by DV agencies, but can also be provided for survivors of SV.

*******Pathways advocates can (and should) also be present to provide emotional support! *******

YWCA Central MA – 24/7 Helpline (508) 755-9030

Service Area: Northern & Central MA

Support services for women and their children who are experiencing Domestic Violence (DV) include court advocacy, support groups, individual short term counseling, and shelter at an undisclosed location

New Hope – 24/7 Helpline (800) 323-4673

Service Area: Southern Central MA

Support services include free confidential hotline, confidential emergency shelter, professional counseling for children, teens, and adults, SAFEPLAN advocates, community based advocacy, supervised visitation for non-custodial parent, housing stabilization, and civilian police advocates.

Shelters

SafeLink (Casa Myrna) Is the Best # to call for ALL DV shelters!

Voice: **877-785-2020**

TTY: 877-521-2601

Website: <https://casamyrna.org/>

They have access to information regarding shelter across the state and will search the database for available beds and coordinate transportation. It is recommended to call several times a day to check on shelter availabilities as beds become available throughout the day. SafeLink is Massachusetts' statewide 24/7 toll-free domestic violence hotline operated by Casa Myrna. SafeLink hotline advocates are multilingual, and all calls to SafeLink are free, confidential and anonymous. Anyone can call us for information, support and resources.

DV shelters also accept SV survivors when beds are available

United Way's First Call

Central MA Office: (508) 757-5631 or dial **211**

211 is a comprehensive source of information about local resources and services in the country. Call 211 for list of social services, shelters and financial resources.

Abby's House – 52 High St. Worcester, MA 01609

Phone: 508-756-5486 x230

An **emergency night shelter for homeless women over 18, with or without children;** with no current use of drugs or alcohol; Additional services include HIV testing on the 2nd and 4th Thursday of every month from 10 AM-12 PM, walk-in counseling and support, advocacy, support groups, meals, clothing, and long-term supportive housing through an application process for single room occupants and women with children. Spanish services available, interpreters for other languages can be arranged.

Community HealthLink - Homeless Outreach and Advocacy Program

Phone: (508) 860-1079

The *Homeless Outreach & Advocacy Project* was established with a commitment to **link the region's homeless to a comprehensive array of services** that would include screenings, assessments, counseling, health care, rehabilitation, and referral to other support systems.

Friendly House Shelter & Scattered Sites Program

Phone: (508) 755-4362, (508) 792-1799

36 Wall Street, Worcester, MA 01604

A **temporary emergency shelter program** providing short-term housing and extensive housing search and services to help families to become self-sufficient. They serve **families with children and expectant parents who are homeless**. They also have rooms for homeless families in the community who do not meet the eligibility criteria of the DHCD. Their program offers many services that will assist families in achieving their goal of being self-sufficient including: Emergency Shelter Services, 24-hour staffing, Housing Search, Case Management, Life Skill Training, Parenting Support, and advocacy (Spanish services available. No fees)

Jeremiah's Inn

24/7 Phone: (508) 755-6403

1059 Main St., Worcester, MA 01603

Supportive, transitional social model recovery program for **homeless men aged 18 or older**, mostly focusing on those with former drug or alcohol addictions. Intake requires application and interview; Spanish services available.

Shepherd's Place I & II

Phone: (508) 757-5198

24-hour transitional shelter for homeless individuals. Provides services including shelter, advocacy, day programs, and a community kitchen.

St. Francis and Therese Catholic Worker's House

Phone: (508) 753-3588

52 Mason St., Worcester MA

Shelter for single men and single women with no fixed referral process. They provide housing for emergency shelter in addition to two meals a day and laundry twice a week. The program is available from anywhere between two and three weeks. Must be sober. No fees.

Youville House Family Shelter

24/7 Phone: (508) 753-3084

133 Granite St., Worcester, MA 10604

A 24-hour emergency shelter for families with or without their children; GED, ESL, and literacy programs; Shelter sets up mental services, budget planning, and required self-sufficiency planning; Intake through interview with supervisor. Spanish services and Vietnamese and French interpreters available; DTA referrals; no fees.

Offender & Batterer's Intervention

The Change Program – New England Violence Prevention Resources

Contact: John Raimer

Phone: (508)770-0052

P.O. Box 963, Worcester, MA 01613

Language(s) Served: English, Spanish

Group Site(s): Worcester

A Call for Change Helpline *Formally The 10 to 10 Helpline*

Phone: (877)898-3411

Email: Help@ACallForChangeHelpline.org

A Call for Change Helpline (*10a-10p 365 days a year*) is a free, anonymous, and confidential intimate partner abuse prevention helpline, serving Massachusetts adults and teens. Our responders are trained to treat all callers with respect, and to support their efforts to become and remain safe in their relationships. Rather than harming a partner, we ask that individuals call us for help. Family members, friends, and professionals who want to help someone stop harming their partner are also encouraged to contact the 10 to 10 Helpline

Massachusetts Sex Offender Resource List

The links in this websites offer information related to Massachusetts sex offense laws, statistics and other related topics. All website listed provided information *only for the Commonwealth of Massachusetts*. The resources are listed in no particular order.

(The developers of this website do not certify, endorse, or control any of these external links. They do not certify accuracy, timeliness of information, and/or working of the links. Use of this information is voluntary and should be independently reviewed for accuracies.)

Stop It Now!

Phone: 1(888)-PREVENT [888-773-8368]

Mission is to prevent the sexual abuse of children by mobilizing adults, families and communities to take actions that protect children before they are harmed. They provide support, information and resources to keep children safe and create healthier communities.

Legal Support

Victim Rights Law Center

English: 617-399-6720 x19

Spanish: 617-399-6720 x35

VRLC provides free, comprehensive legal services for sexual assault victims with civil legal issues in Massachusetts and Oregon. **Free services for SV survivors** who are facing issues with safety/privacy, education, immigration, housing, employment, financial stability, transgender ID changes, advocacy in the Justice System.

Submit a Request

Address Confidentiality Program (ACP)

The Address Confidentiality Program (ACP) is offered to maintain as confidential the address of a victim of domestic violence, sexual assault, or stalking who has been accepted into the program.

The ACP provides a way for victims who have recently relocated to use a confidential address in order to protect them from those that endanger them. When accepted into the program, the victim is provided with a substitute address to protect their information in transactions with the RMV and other state entities. The substitute address is only a mask, and members of the ACP staff will forward mail to the participant's actual address.

pathways staff are able to fill out and submit the application for the ACP on behalf of a client

Community Legal Aid

Phone: (855)252-5342

CLA specializes in assisting tenants threatened with eviction or the loss of a rent subsidy; homeless families trying to access shelter; individuals and families trying to access public benefits programs and unemployment compensation; domestic violence victims in family law matters; students in need of services to help them thrive in school; elders facing threats to their autonomy, independence, or safety; and persons seeking help with a civil legal problem connected to the fact that they are a victim of a crime.

Relocation Counseling Project at Greater Boston Legal Services Inc.

24/7 Phone: 1-800-232-3205

Phone: (617) 371-1234

Servicing Massachusetts victims of domestic and other violence who are considering whether relocation is a viable or desirable option in their safety planning. Other legal supports may be available to survivors of DV. Call for more information.

Health Services: EC & Reproductive Care

Emergency Contraception (the morning after pill)
may not be effective for people over 155 pounds!

1-888-NOT-2-LATE

Information on emergency contraception (EC is NOT an abortion nor is it the [abortion pill](#)). This 24-hour number can tell you where and how to get this medication.

Planned Parenthood of Central MA

Phone: 800-258-4448

PP provides a multitude of reproductive health services including access to [EC](#) and [abortion services](#).

[Click Here to Book an Appointment](#)

Health Services: PEP, HIV & STI

PEP Follow-up: UMMHC University Hospital:

Linda O'Reilly: Worcester: 508-334-5214

Alt #s: 508-856-1720, 508-856-6027

Fitchburg: 978-665-5957

PEP Youth (17 & younger) Follow Up: 774-442-3947

Planned Parenthood of Central MA

Phone: 800-258-4448

PP provides a multitude of health services including [HIV testing and treatment](#) and [STI testing and treatment](#).

[Click Here to Book an Appointment](#)

ACT Now Centers

409 Main St #211, Amherst, MA 01002

Phone: 413-256-3471

The ACT Now Program (Access to Care and Treatment NOW) provides free and confidential primary care to people who are HIV+ and uninsured.

[CDC Post-Exposure Prophylaxis Info](#)

Hotline: 888-448-4911

Information about what PEP is, where to get it, and how to pay for it.

[AIDS Action Committee \(Statewide\)](#)

Hotline: 800-235-2331

AIDS Action is New England's largest provider of services to people living with HIV/AIDS and populations at risk of infection. AIDS Action leads the state's Getting To Zero Coalition, which seeks to reduce the number of HIV infections to zero and operates a needle exchange that serves as an entry point to healthcare services for active substance users. In 2013, AIDS Action Committee became a part of Fenway Health, which works to make life healthier for the people in our neighborhoods, the LGBT community, people living with HIV/AIDS and the broader population.

[AIDS Project Worcester \(Central and South Worcester County\)](#)

Phone: 508-755-3773

APW's mission statement is centralized around three core values; education, advocacy and service. These core values are achieved through comprehensive client service programs, prevention and education services and the staff are strong advocates for people living with HIV. Services extend to those who are at risk for HIV disease as well as those who are living with HIV/AIDS.

[CARE AIDS Services \(North Worcester County\)](#)

Phone: 978-345-4366 / 800-273-3776

A service from MOC that works to support people living with HIV/AIDS in many different aspects of their lives including healthcare and housing.

[Self-Injurious Behaviors](#)

[S.A.F.E. Alternatives](#)

This link provides information on self-injury and on the Safe Alternatives Program.

[Self-Harm - Crisis Text Line](#)

Text **HOME** to **741741**

Text this number to connect with someone for help with difficult emotions and coping strategies. The link also has a lot of information that may be helpful for clients, and for counselors!

At-Risk for Suicide Referrals

If suicide attempt has already started call 911!

988 Lifeline: Crisis Response (*calling or texting*)

988 has been designated as the new three-digit dialing code that will route callers to the National Suicide Prevention Lifeline (now known as the 988 Suicide & Crisis Lifeline), and is now active across the United States. When people call, text, or chat 988, they will be connected to trained counselors that are part of the existing Lifeline network. These trained counselors will listen, understand how their problems are affecting them, provide support, and connect them to resources if necessary

Samaritans

Statewide Crisis 24/7 Helpline (call or text): (877) 870-4673

Other Samaritan backed support lines:

Samaritans of Bristol County : (508) 673-3777 or 27/7 Phone: (866) 508-4357

Samaritans on Cape Cod and the Islands: (508) 548-8900 or 24/7 Phone: (800) 893-9900

Samaritans of Merrimack Valley: (978) 327-2255 or 24/7 Phone: (866) 912-4673

Samaritans, Inc. 24/7 Phone: (617) 247-0220

Call to Talk 24/7 Phone: (508) 532-2255

Hey Sam

Crisis Textline 9am-9pm: (877) 832-0890

Hey Sam is a dedicated peer-to-peer texting service for people up to 24 years old. Designed for and staffed by young people, Hey Sam gives youth the opportunity to reach peers if they are struggling, need someone to talk to, or need support.

If you or someone you know is feeling lonely, depressed, overwhelmed, or suicidal, we are here for you.

SamariTeens

24/7 helpline (3p-9p M-F, 9a-9p S-S answered by teens): (800) 252-8336

A special part of our befriending service dedicated to assisting teens in despair. It's free, confidential and staffed by teenage volunteers who are trained to be compassionate and supportive listeners. SamariTeens provides peer support and understanding to those facing the particular challenges of adolescence. It is staffed on weekdays between 3 pm - 9pm and on weekends between 9 am - 9 pm by teens. Outside these hours, the line is answered by adult volunteers.

[The Trevor Project](#)

24/7 Helpline: (866) 488-7386

The Trevor Project is the leading national organization providing crisis intervention and suicide prevention services to **lesbian, gay, bisexual, transgender, queer & questioning (LGBTQ) young people under 25**. Trained counselors are there to support you 24/7. If you are a queer young person in crisis, feeling suicidal, or in need of a safe and judgment-free place to talk.

[MA Coalition for Suicide Prevention - Screening for Clients](#)

This online screening program provides a quick way to identify whether you or a family member may be experiencing symptoms associated with an illness and whether follow-up with a professional may be beneficial.

[MA Coalition for Suicide Prevention - Info for Professionals](#)

Phone: (508) 799-8532

Since 1999, the Massachusetts Coalition for Suicide Prevention (MCSP) has been working to bring about awareness and mobilize community action in response to the public health crisis of suicide in the Commonwealth, a tragedy that claims more lives in the state than homicide and HIV/AIDS. The MCSP seeks to serve as a bridge between those on the front lines of suicide prevention and local communities seeking to make their communities safe and healthy. We seek to be a focal point for exchanging ideas and a clearinghouse for suicide prevention activities in the state.

[National Suicide Prevention Lifeline](#)

24/7 Lifeline: (800) 273-8255

Veteran's Crisis Line: (800) 273-8255 (*press 1*)

24/7 Lifeline in Spanish: (888)-628-9454

For the Deaf and HoH: For TTY Users: Use your preferred relay service or dial 711 then (800)-273-8255 or [click to chat](#)

Emergency Mental Health

If someone's life is in immediate danger call 911

Community Healthlink's Emergency Services

24/7 number: (800) 977-5555

The Emergency Services unit is available 24/7 to provide on-site or mobile assessment and screening to any individual experiencing a mental health or substance abuse problem, or both. The ESP service area includes Worcester and its surrounding towns, and also the communities of Leominster, Fitchburg, Ayer, Clinton, and Gardner. Services are provided to children, adolescents, and adults. Emergency Services includes Respite beds for Department of Mental Health referred individuals who are experiencing situational crisis or pronounced transitional issues and Crisis Stabilization beds as a diversion to hospitalization.

U-Mass Memorial Mental Health Services—Memorial Campus

119 Belmont St. Worcester, MA

- Psychiatric Consultation and Emergency Intensive Outpatient Services:
24/7 number – (508) 856-3562
Office number – (508) 856-2551
- On-call Psychiatric Clinician: (508) 793-6611
- Clinical Services: (508) 792-8094

U-Mass Memorial Emergency Mental Health—University Campus

55 Lake Ave. Worcester, MA

Phone: (508) 856-3562

24-hour Emergency Mental Health services; Provides diagnostic evaluation, crisis intervention, and overnight crisis stabilization services; No one denied services. Most major insurances accepted.

Social & Behavioral Health

Youth & Family

Best Practice: Ask the individual to look at the back of their *medical insurance card*. There should be a *phone number for Behavioral Health*. That will help them find a therapist who takes their insurance.

Community Healthlink Emergency Services

Phone: (800) 977-5555

The Emergency Services unit is available 24/7 to provide on-site or mobile assessment and screening to any individual experiencing a mental health or substance abuse problem, or both. The ESP service area includes Worcester and its surrounding towns, and also the communities of Leominster, Fitchburg, Ayer, Clinton, and Gardner. Services are provided to children, adolescents, and adults. Emergency Services includes Respite beds for Department of Mental Health referred individuals who are experiencing situational crisis or pronounced transitional issues and Crisis Stabilization beds as a diversion to hospitalization.

Community Healthlink Counseling Centers

Worcester: 508-860-1000

Fitchburg: 978-401-3970

Community Healthlink's Adult Outpatient Counseling Centers provide caring, professional, and integrated primary care and behavioral health services for individuals with behavioral health concerns, with a specialization in service to those with a serious mental illness and/or substance use disorder in Worcester County. Services available at our Adult Outpatient Counseling Centers include: individual, family, or group psychotherapy, psychiatric consultation and medication management, urgent care, primary care, and wellness services.

CHL's outpatient mental health services for families and children include diagnostic evaluation and assessment; individual, couple, group, and family counseling; psychiatry services and medication monitoring; collateral contact and consultation; crisis management; and psychological testing. The Outpatient Services' Treatment Teams include psychiatrists, social workers, psychologists, and mental health counselors trained and experienced in the care of children and families with serious mental health issues. These teams work closely with schools and primary care physicians to coordinate care.

Community Healthlink Developmental Disabilities Unit

Worcester:

Phone – (508) 860-1032

12 Queen St. Worcester, MA 01610

Fitchburg

Phone: (978) 343-6957

Burbank Hospital, Simmons Wing – 2nd Floor

275 Nichols Rd. Fitchburg, MA 01420

The Developmental Disabilities Unit is a multi-disciplinary team of licensed clinicians who provide outpatient mental health services to adults with developmental disabilities. Clinical teams in Fitchburg and Worcester provide specialized mental health treatment to individuals who are dually diagnosed with intellectual disabilities and emotional, psychiatric or behavioral disorders.

Edward M. Kennedy Community Health Center

Phone: (800) 853-2288

Services provided for adults, adolescents, and children include: outpatient counseling for individuals, couples, and families; psychiatric evaluation and ongoing medication management; and culturally competent behavioral health treatment for non-English speaking patients, including refugees and immigrants.

Family Health Center of Worcester

Phone: (508) 860-7930

26 Queen St. Worcester, MA

Experienced professionals include licensed Social Workers, Psychologists, and licensed Mental Health Clinicians. Staff are fluent in several languages, and telephonic interpretation is also available. You can walk in or call to receive more information about how you can benefit from services. *Services available include: Advocacy/ Case management, HIV/AIDS counseling and testing, Homeless families program, Mental health counseling*

Family Services of Central MA

Phone: (508) 756-4646

31 Harvard St. Worcester, MA

For 130 years, Family Services of Central Massachusetts has been serving the greater Worcester community as a valuable resource providing high quality support, guidance and counseling. FSCM offers a diversity of programs and services that include individual, child and family counseling; home care; community mediation, senior volunteer and companion opportunities, and professional development for the early child care industry.

Jewish Family Service of Worcester, Inc.

Phone: (508) 755-3101

646 Salisbury St. Worcester, MA

Jewish Family and Children's Service provides a range of counseling and social services to support individuals and strengthen family life. Based upon traditional Jewish values of social responsibility and concern for all members of the community, JF&CS serves those in need without regard to ability to pay. Services include: Individual and Family counseling, Mediation, Adoption, Geriatric Care Management, Elder Guardianship/Conservatorship, Support Groups, education seminars, consultation to schools and community agencies, and other services

Lipton Center Early Intervention (a CHL program)

Phone: (978) 840-9354

100 Erdman Way, Leominster, MA

Outpatient counseling, day treatment, adolescent services, emergency services, early intervention, serving the communities of Ashby, Ayer, Devens, Berlin, Bolton, Clinton, Fitchburg, Groton, Harvard, Lancaster, Leominster, Lunenburg, Pepperell, Shirley, Sterling, and Townsend.

LUK, Inc.

Phone: (978) 345-0685

545 Westminster St. Fitchburg, MA

Shelter and residential programs for youth, adolescents, and their families, as well as pregnant and parenting young women; Counseling services; Outpatient mental health clinic for children, adolescents, and their families; Substance abuse counseling.

Massachusetts Society for Prevention of Cruelty to Children

24/7 Phone: (800) 442-3035

Regional Office Locations:

108 Belmont St. Worcester, MA – Phone: (508) 753-2967

176 Main St. Southbridge, MA – Phone: (800) 442-3035

76 Summer St. Fitchburg, MA – Phone: (800) 442-3035

193 Greeley St. Clinton, MA – Phone: (800) 442-3035

Child and family counseling and services (with expertise in child psychiatry and child medical evaluations); mental health and substance abuse services; Sexual abuse counseling for children, adults, and families.

Saint Vincent Hospital Partial Hospital Program & Intensive Outpatient Program

Phone Numbers: (774) 420-3844 & (508) 650-7380

Their mission is to provide patient-centered, evidence-based care for adults struggling with significant psychiatric symptoms. Their multi-disciplinary team is committed to creating a welcoming environment, and to facilitating patient improvement through multiple approaches.

Worcester Youth and Family Services

Phone: (508) 791-3261

275 Belmont St. Worcester, MA

Advocacy Center for Children provides support for children who have been sexually or physically abused. Burncoat Day and Residential Family Center provides assessment and intensive treatment for children and adolescents ages 4-18 and families in crisis. Children's Recovery Program provides support services for children who have witnessed violence; Deaf services; Outpatient program; Psychological testing and evaluation; Substance abuse treatment services.

YOU, Inc.

Phone: (800) 496-8462

Behavioral Health – Worcester – Phone: (508) 849-8462

Counseling Center – Gardner – Phone: (978) 632-2321

Family Services – Southbridge – Phone: (508) 769-9101

Family, individual, marital, and group therapy; counseling services dealing with a wide range of issues: divorce, behavior problems, depression, anxiety, school problems, bereavement, HIV, physical and sexual abuse, substance abuse, crisis intervention services

Social & Behavioral Health

Find a therapist Websites

[BetterHelp](#)

BetterHelp offers access to licensed, trained, experienced, and accredited psychologists (PhD / PsyD), *marriage and family therapists* (LMFT), clinical social workers (LCSW / LMSW), and board licensed professional counselors (LPC).

[GoodTherapy](#)

Millions of people use GoodTherapy to find therapists and counselors, rehab and residential treatment centers, and mental health resources. Everyone struggles at times. Our core purpose is to make it easier for people to access mental health services and the dedicated professionals who provide them, anywhere in the world.

[Online Therapy \(formerly HelpPro\)](#)

An international online therapy directory connecting people with therapists worldwide.

[Psychology Today](#)

(last resort! This is not a diverse directory!)

[TalkSpace](#)

Talkspace is an online counseling platform that provides users the confidential support of a licensed counselor through an easy-to-use and HIPAA-compliant app.

[Therapy Den](#)

(This is the best and most diverse therapist directory! Use this one first if possible!)

As a progressive and all-inclusive therapist directory we will work with allies and partners to make meaningful change within the mental health industry and society as a whole. The featured therapists have all identified including a Racial Justice Framework as part of their therapy practice.

[Therapy for Black Girls](#)

Therapy for Black Girls is an online space dedicated to encouraging the mental wellness of Black women and girls. So often the stigma surrounding mental health issues and therapy prevents Black women from taking the step of seeing a therapist. This space was developed to present mental health topics in a way that feels more accessible and relevant.

[Zencare](#)

Browse therapist videos and book a free phone call to find a great fit! We're on a mission to improve the therapist search process. There are numerous barriers to finding a great therapist: lack of quality assurance, outdated information, uncertainty of personality fit, and phone tag. Zencare removes the guesswork to ensure you have a personalized, smooth, and comforting experience. Clinicians are vetted by our team so you receive the highest quality care. We're currently in these locations!

[Substance Use](#)

[Massachusetts Substance Use Helpline](#)

24/7 Phone: (800) 327-5050

TTY: (888) 448-8321

The Helpline is the only statewide, public resource for finding licensed and approved substance use treatment and recovery services. Our goal is to give you the information and treatment referrals that are right for you. We refer to hundreds of treatment services funded or licensed by the MA Department of Public Health. We don't sell anything and we don't operate any treatment programs. Our services are free and confidential, and we are committed to providing caring and non-judgmental support to anyone who needs help. Trained Helpline Specialists will help you understand the treatment system and your options

[AdCare Treatment Hospital](#)

24/7 Phone: (866) 292-7955

Intervention and treatment: AdCare's Community Services Department provides specialized services to individuals and families, businesses, industries, unions, and agencies. Community Services are available throughout New England and provide services in every community.

[Alcoholics Anonymous - Worcester Area Intergroup \(WAI\)](#)

24/7 HALTline: (508) 752-9000

100 Grove St. Suite 314 Worcester, MA

Worcester Area Intergroup (WAI) is an Alcoholics Anonymous intergroup serving the still sick alcoholic and AA community in central and metro west Massachusetts. WAI meets monthly on the 2nd Thursday at 7pm, all delegates and interested AAs are welcome to attend the monthly meeting (in-person or via Zoom)

Adult Children of Alcoholics - Al-Anon

Hope and help for young people who are the relatives or friends of a problem drinker – meeting finder tool

Alcohol Treatment Referral Hotline

24/7 Phone: 1-800-ALCOHOL

Help and referrals for people with concerns about alcohol or drug use

SAMSHA National Helpline

24/7 Phone: (800) 662-4357 / TTY: (800) 487-4889

A confidential, free, 24-hour-a-day, 365-day-a-year, information service, in English and Spanish, for individuals and family members facing mental and/or substance use disorders. This service provides referrals to local treatment facilities, support groups, and community-based organizations. Callers can also order free publications and other information.

National Council on Alcoholism and Drug Dependence Hope Hotline

24/7 Phone: (800) 622-2255

NCADD believes that all people suffering from alcoholism and addiction deserve the chance to be helped.

Massachusetts Substance Abuse Hotline

24/7 Hotline: (800) 327-5050 / TTY: (617) 536-5872

Providing free and confidential information and referral for alcohol and other drug abuse problems and related concerns

Narcotics Anonymous (New England)

24/7 Phone: (866) 624-3578

Helpline: (508) 756-2284

We know that the therapeutic value of one addict helping another is without parallel, and it is our wish to be of help to you. If you are an addict and have chanced across these pages, give yourself a break and come to one of our meetings! You will always be welcome.

Secular Organizations for Sobriety (SOS)

Phone: (323) 666-4295

Provides information about SOS and referrals to local meetings

Abuse Reporting Lines

DCF Child at Risk

24/7 Phone: (800) 792-5200

Nights & Weekends: Call to file child abuse or neglect reports, provides information and referrals surrounding child abuse and neglect

Business Hours: Report goes to the DCF office in the jurisdiction of where the children are from: [Locations](#)

Disabled Persons Protection Commission (DPPC)

24/7 Reporting Hotline: (800) 426-9009

Office Phone: (617) 727-6465 / TTY: (888) 882-0350

Massachusetts General Law chapter 19C established the DPPC to protect persons with disabilities, between the ages of 18 and 59, from abuse or neglect by their caregiver(s) whether in a private, family or state care setting. The DPPC enabling statute fills the gap between the child abuse (through the age of 17) and elder abuse (age 60 and over) statutes.

Executive Office of Elder Affairs (EOEA)

24/7 Hotline: (800) 922-2275

Office Phone: (617) 727-7750

Promotes independence, empowerment, and well-being of older people, individuals with disabilities, and their families. We ensure access to the resources you need to live healthy in every community in the Commonwealth.

Bureau of Health Care Safety and Quality (BHCSQ)

Phone: (617) 753-8000

Promotes, preserves, and protects the health of all people in the Commonwealth by ensuring an optimal health care delivery system that provides safe, effective, high-quality care.

ChildHelp National Child Abuse Hotline

24/7 Call or Text: (800) 422-4456

Reporting child abuse can be scary.

If you are a witness to or a victim of child abuse, there is a huge benefit to making the report yourself. Being able to tell your story first hand gives the child care worker much better information than if it came from someone not involved.

[Parental Stress Line](#)

24/7 Hotline: (800) 632-8188

The Parent Stress Line is a toll-free, confidential helpline for parents who need to discuss issues related to their children. Trained volunteer counselors answer the Parental Stress Line and offer support, empathy, encouragement, information, referrals, and crisis intervention. We are here for you 24 hours a day, 7 days a week.

[Youth Programs](#)

[Boys Town National Hotline](#)

24/7 Hotline: (800) 448-3000

Text VOICE to 20121

Provides 24-hour crisis counseling on varied problems for children, adolescents, and families; also provides information and referrals.

[Friendly House](#)

Phone: (508) 755-4362

36 Wall St. Worcester, MA

Multi-service community center offering a variety of programs for the low to moderate-income residents of Worcester Job search assistance, emergency food pantry, emergency counseling, housing search assistance, after school child care, casework, recreation, translation services, emergency shelter, and more.

[Girls Inc. of Worcester](#)

Phone: (508) 755-6455

Girls Inc. of Worcester inspires all girls to be strong, smart, and bold. We put our mission into practice through The Girls Inc. Experience, which equips girls to navigate gender, economic and social barriers and grow into healthy, educated and independent adults. Programs include: substance abuse prevention, career and life planning, cultural awareness, health and sexuality, sports and adventure, teen programs; Supervised after school and Saturday programs for girls. Some activities for boys, toddlers, mothers, other adults and seniors

[Make-A-Wish Foundation of Massachusetts](#)

Phone: (800) 873-9474

Fulfilling the wishes of local children, age 2-17, with life-threatening or terminal illnesses.

[Refer a Child](#)

Worcester Youth Center

Phone: (508) 791-4702

326 Chandler St. Worcester, MA

The Worcester Youth Center is an educational, recreational and social facility for youth between the ages of 14 and 24. Our mission is to provide a safe place where young people can build lasting, positive changes in their lives. We accomplish this mission by seeking resources, collaborations and opportunities that help young people to realize their full potential, sharpen skills and enable them to become vital, responsible and contributing members of society. The Center has been and continues to be a “safe haven” for young people in Worcester.

Worcester Creative Hub

653 Main St. Worcester, MA

Through a shared love of art and community, Creative Hub Worcester provides equitable programs for creative expression in accessible spaces. We work alongside historically underserved youth and communities to achieve collective healing and happiness.

After School Program: Ages 5-14, Monday-Friday 1:30 PM to 5:30 PM, Art projects and creative activities, Homework assistance, Safe, trauma-informed, therapeutic environment. *Accepts MA State Childcare Vouchers!*

Services for the Deaf and Hard of Hearing

Deaf Survivor Program (DSP) – Pathways for Change, Inc

Video Phone Hotline: (508) 502-7681

DSP is a statewide program for Deaf Survivors who have experienced sexual violence. Also provides professional trainings for RCC and DV agencies throughout MA. Some assistive safety equipment may be available for survivors who are fleeing to shelter or new homes. This is a program of Pathways for Change, Inc.

National Deaf DV Hotline

24/7 Hotline: (855) 812-1001

The National Deaf Domestic Violence Hotline (NDDVH) is available to Deaf callers across the nation. Deaf NDDVH advocates at ADWAS answer videophone calls and emails 24/7. If using a voice phone, you will be connected to an interpreter for duration of the phone call.

Our Deaf Survivor Center

VP: (978) 451-7225

Text: (978) 473-2678

Direct service and referral program for Deaf survivors who have experienced domestic violence. The also provide intensive trainings and educate to agencies and Deaf community about sexual and domestic violence.

Deaf Inc.

Video Phone: (617) 505-4823

Founded in 1977, DEAF, Inc. is the only Massachusetts community-based, multi-service nonprofit run by and for Deaf (Deaf, DeafBlind, Hard of Hearing, and Late-Deafened) adults. DEAF, Inc. is founded on the principle of self-determination and the rights of Deaf people to identify their own goals and follow through on achieving them, taking increasingly independent charge of their lives.

The Learning Center for the Deaf

Video Phone: (508) 283-7684

The Learning Center for the Deaf is a nationally-recognized leader of services for deaf and hard of hearing children, adults and families, including: a Pre-K to 12+ day school; therapeutic residential program for ages 8-22; outpatient audiology clinic for all ages; wraparound behavioral health; interpreting services and communication access for academic, business and medical settings; and public school partnership program across Massachusetts.

Interpreter Services

Emergency Interpreting Service for the Deaf

24/7 Phone: (800) 249-9949

The Learning Center for the Deaf

Video Phone: (508) 283-7684

Mass Commission for the Deaf and Hard of Hearing

Video Phone: (617) 326-7546

Voice Phone: (617) 740-1600

MCDHH provides accessible communication, education, and advocacy to consumers and private and public entities so that programs, services, and opportunities throughout Massachusetts are fully accessible to persons who are deaf and hard of hearing.

Video Relay

Phone: (866) 327-8877

MA Relay Services

TTY: (800) 439-2370 or 711

Voice: (800) 439-0183

24 hr. Communication services for people with hearing or speech loss, will relay to RCC Hotline

Resources for People with Disabilities

Center for Living and Working, Inc.

Phone: (508) 798-0350

Video Phone: (508) 762-1164

TTY: (508) 755-1003

484 Main St. #345, Worcester, MA

Center for Living & Working empowers persons with disabilities to access the services and supports they seek – directly or through our strategic partners – to maximize independence and opportunity.

We work to ensure that individuals with disabilities can live independently as equal members of society.

Massachusetts Commission for the Blind (MCB)

Phone: (617) 727-5550

Video Phone: (857) 366-4198

MCB services individuals in Massachusetts who are legally blind by providing access to employment opportunities and social rehabilitation with the goal of increasing independence and self-determination.

Disability Info vis INDEX

24/7 Phone: (800) 642-0249

INDEX helps people with disabilities find the information they need. We collect and keep up-to-date information on programs, providers and services in Massachusetts that have something to offer to people with disabilities. INDEX is a project of the Eunice Kennedy Shriver Center at the University of Massachusetts Medical School.

Mass Advocates Standing Strong

Phone: (857) 360-0134

Text line: (339) 832-2922

Empower self-advocates through education so we make choices that improve and enrich our lives. Programs include: advocacy, trainings, speakers, Rainbow Support Group (for LGBTQI+ individuals with disabilities), Voting Education, Supported Decision Making, Survivors Support Packet (*the SSP was developed in collaboration with Pathways and VRLC*)

[Massachusetts Brain Injury Association](#)

Phone: (800) 242-0030

484 Main St. #325 Worcester, MA

Information and referrals regarding traumatic brain Injury

[NAMI: National Alliance on Mental Illness](#)

24/7 Phone: (800) 950-6264

During difficult times, the NAMI Helpline is here for you. Helpline volunteers are working to answer questions, offer support and provide practical next steps. The resources on this page provide information to address many needs and concerns. Provides referrals

[LGBT Crisis Lines & Supports](#)

[GLBT National Hotline](#)

Phone: (888) 843-4564 *M-F 4p-12a, Sat 12p-5p*

We provide a safe space that is anonymous and confidential where callers can speak on many different issues and concerns including, but not limited to, coming out issues, gender and/or sexuality identities, relationship concerns, bullying, workplace issues, HIV/AIDS anxiety, safer sex information, suicide, and much more.

[It Gets Better](#)

The It Gets Better Project's mission is to uplift, empower, and connect lesbian, gay, bisexual, transgender, and queer (LGBTQ+) youth around the globe

[Safe Homes](#)

Phone: (508) 755-0333

Safe Homes is a program of The Bridge of Central Massachusetts. It is a program for gay, lesbian, bisexual, transgender, and questioning young people between the ages of 14 and 23, and is led by youth, professional staff, and volunteer adult advisors. They offer support and resources in a safe and nurturing environment.

[The Network/La Red](#)

Phone: (617) 695-0877

24/7 Hotline: (800) 832-1901

The Network/La Red is a survivor-led, social justice organization that works to end partner abuse in lesbian, gay, bisexual, transgender, SM, polyamorous, and queer communities. Rooted in anti-oppression principles, our work aims to create a world where all people are free from oppression. We strengthen our communities through organizing, education, and the provision of support services.

[The Trevor Project](#)

24/7 Hotline: (866) 488-7386

The Trevor Project is the leading national organization providing crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, queer & questioning (LGBTQ) young people under 25. Trained counselors are there to support you 24/7. If you are a young person in crisis, feeling suicidal, or in need of a safe and judgment-free place to talk

Financial Assistance

Catholic Charities

Worcester Phone: (508) 798-0191
Leominster Phone: (978) 840-0696
Southbridge Phone: (508) 765-5936

Massachusetts Department of Transitional Assistance

New Client Screening: (800) 249-2007

The Department of Transitional Assistance (DTA) 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 serves one in seven residents of the Commonwealth with direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities.

Massachusetts Victims of Violent Crime Compensation (Victims Comp)

****Pathways Counselors can assist with the application****

Often victims may require treatment to address the injuries caused by the violent acts of another. The monetary expenses incurred – after losing a loved one, for medical and dental care, for psychological assistance, and by injuries resulting in a disability to work – should not serve to further victimize those who are affected by violent crime.

SNAP (Food Stamps)

DTA Assistance Line: (877) 382-2363

SNAP benefits include:

- Monthly funds on an EBT card to buy food
- \$40, \$60 or \$80 a month put back on your EBT card when you use SNAP to buy local produce via the Healthy Incentives Program (HIP)
- SNAP Path to Work free education and training opportunities
- Free nutrition education classes and resources
- Connections to other kinds of help, like utility discounts, free school meals and discounted admissions to many Commonwealth museums and cultural institutions via EBT Card to Culture

[Apply Here!](#)

District Court/Victim Witness Advocates

Middlesex County Victim Witness Service Bureau

Phone: (617) 679-6500

40 Thorndike St. Cambridge, MA

Advocates work with those impacted by crime, guiding them through the criminal justice system, accompanying them to interviews and hearings, and ensuring that they are aware of their rights. Advocates also provide referrals to community resources, including emergency shelter and rape crisis counseling.

Worcester County Victim Witness Program

Phone: (508) 755-8601

332 Main St. 7th Floor, Worcester, MA

The Victim Services Unit is committed to providing victims of crime with access to comprehensive, quality services regardless of the nature of their victimization, age, race, religion, gender, ethnicity, sexual orientation, capability, or geographic location. In addition, we seek to make the criminal justice system more understandable, accessible and humane.

Massachusetts Office for Victim Assistance

Phone (leave VM): (617) 586-1340

MOVA is an independent state agency governed by the Victim and Witness Assistance Board. MOVA strives to advance victim rights by ensuring all victims and survivors of crime across the Commonwealth are supported and empowered through access to high-quality services that are trauma-informed, culturally-responsive, and reflective of diverse communities. MOVA achieves this through survivor-informed work, advocacy for enhanced victim rights and services, partnerships with agencies and individuals, and a commitment to providing funding and services for underserved and marginalized communities.

Sex Offender Registry Board (SORB)

Phone: (978) 740-6440

The Sex Offender Registry Board promotes public safety by educating and informing the public to prevent further victimization. We register and classify convicted sex offenders according to their risk of re-offense and the degree of danger they pose.

Police Departments

***911 IS ALWAYS THE BEST NUMBER TO CALL FOR
EMERGENCIES OR URGENT SITUATIONS***

LOCATION	PHONE
Ashburnham Police Department	(978) 827-4413
Ashby Police Department	(978) 386-5652 Emergency (978) 386-5652
Auburn Police Department	(508) 832-7777
Ayer Police Department	(978) 772-8200
Barre Police Department	(978) 355-4991
Berlin Police Department	(978) 838-7355
Bolton Police Department	(978) 799-2276
Boylston Police Department	(508) 869-2453
Brookfield Police Department	(508) 867-5570
Charlton Police Department	(508) 248-2250
Clinton Police Department	(978) 365-4111
Dudley Police Department	(508) 949-8019
East Brookfield Police Department	(508) 867-6130
Fitchburg Police Department	(978) 345-9648 Emergency: (978) 345-4355 Rape Report Line: (978) 345-9658
Gardner Police Department	(978) 632-5600
Hardwick Police Department	(413) 477-6708
Harvard Police Department	(978) 456-8276
Holden Police Department	(508) 829-4444
Hubbardston Police Department	(978) 928-1406
Lancaster Police Department	(978) 365-6308 Emergency: (978) 368-1411
Leicester Police Department	(508) 829-7010
Leominster Police Department	(978) 534-7560 Emergency: (978) 534-4383
Lunenburg Police Department	(978) 582-4531
Millbury Police Department	(508) 865-3521
New Braintree Police Department	(508) 867-2059

North Brookfield Police Department	(508) 867-0206
Oakham Police Department	(508) 882-3347
Oxford Police Department	(508) 987-0156
Paxton Police Department	(508) 755-1104
Pepperell Police Department	(978) 433-2424
Princeton Police Department	(978) 464-2928
Rutland Police Department	(508) 886-4033
Shirley Police Department	(978) 425-2642
Shrewsbury Police Department	(508) 845-4681 Emergency: (508) 653-2424
Southbridge Police Department	(508) 845-4681
Spencer Police Department	(508) 885-6333
Sterling Police Department	(978) 422-7331 Emergency: (978) 422-7260
Templeton Police Department	(978) 939-5638
Townsend Police Department	(978) 597-6214
Ware Police Department	(413) 967-3571
Warren Police Department	(413) 436-9595
Webster Police Department	(508) 943-1212
West Boylston Police Department	(508) 853-3233
West Brookfield Police Department	(508) 867-6888
Westminster Police Department	(978) 874-2933
Winchendon Police Department	(978) 297-1212
Worcester Police Department	(508) 799-8600 Sexual Assault Unit: 508-799-8661

[**CLICK HERE FOR A COMPREHENSIVE LIST OF MASSACHUSETTS POLICE DEPARTMENTS**](#)

Notes: This section is to add information about updates of current or new resources to bring back to the agency. This is not for client information!