



Massachusetts Organization for Addiction Recovery

# MOAR

## Resources for Recovery



A Mini Guide with  
**MOAR** to come!

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**Join the Voices for  
Recovery!**

## A Collective Voice for Addiction Recovery

Thank you, **MOAR** members, – individuals, families, and friends for recovery guiding the process to update our famous resource guide! Please view our 11th “**MOAR** Mini-Guide with **MOAR** to Come”, which provides information on prevention, treatment, and recovery resources. Of course, we are listing **AREAS**, or Addiction Recovery Education Access Services, our recovery services program. We also have a project called **SOAR**, (Speaking **O**ut for Addiction **R**ecovery,). **SOAR** serves as a hub to connect recovery community organizations to collaborate and mobilize on shared concerns.

The following pages are a “how-to” guide meant to support individuals and families seeking help with the recovery process. We need your input to ensure it is comprehensive and beneficial to everyone, so please continue to let us know what additions you would like to see.

**MOAR** provides the opportunity, via our action for recovery meetings, trainings, and public events, for those with lived experience to learn to tell their stories.

This “Mini-Guide” is an example of how we help all to navigate the complex continuum of care. We are helping the public see that recovery is possible, and all still struggling require compassion and support. Throughout COVID 19, we continued to gather “virtually” on a regional and statewide basis connecting to demonstrate that the recovery community inclusive of families are “visible, vocal, and valuable” and will be victorious. We are doing some activities hybrid style meaning in person and online. Please go to our website – [www.moar-recovery.org](http://www.moar-recovery.org) and Facebook to find out what’s happening! Our members are our driving force.

We are grateful to our funders, especially the Bureau of Substance Addiction Services (BSAS) Massachusetts Department of Public Health, SAMHSA (The PARENt Project), Blue Cross Blue Shield Foundation of Massachusetts, RIZE Foundation, Attorney General’s Office (Cultural Humility Grant), and Greater Boston Council on Alcoholism for their support! Thank you to Bay State Community Services for fiscal sponsorship.

**We thank our members. We are tremendously grateful for your support,  
which makes **MOAR** possible.**





## Mission

Our mission is to organize recovering individuals, families, and friends into a collective voice to educate the public about the value of recovery from alcohol and other addictions.

## Vision

**MOAR** envisions a society where addiction is treated as a significant public health issue and recovery is recognized as valuable to our communities.

## Message

**Faces and Voices of Recovery ~ Visible, Vocal, Valuable**

**MOAR** welcomes you and encourages all to speak up for recovery, at the same time acknowledges that there may be risks, which need to be reviewed. Certain forums may include the public and the press. While this may be exciting to some people; it may pose a risk for others.

**MOAR** encourages you to make the choice most helpful to you.

## Diversity, Equity & Inclusion Statement

**MOAR** is a voice for all people seeking the benefits of recovery. We are committed to doing the work necessary to address the struggles and inequities diverse groups of people face while seeking recovery services. Systemic racism, prejudice, and bias have been deeply ingrained in the history of the American health care system. **MOAR** is committed to work to create a collective voice for those seeking recovery for all people who have been historically underserved, marginalized, and oppressed.



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### A Commitment to Help End Racism

**MOAR** continues to speak out about the brutal killings of George Floyd, Manuel Ellis, and the many other victims of racial violence. We share the anger related to these tragedies. We join the calls for justice and the elimination of racism, violence, and social inequity.

The murder of George Floyd underscored the persistence of structural racism and brutal violence against Black and Brown people in this country. We learned of another Black man who died while pleading, “I can’t breathe.” It was Manuel Ellis, a 33-year-old man in recovery from substance addiction, who died of oxygen deprivation caused by a cruel restraint method used by law enforcement.

We at **MOAR** understand that the killing of unarmed Black people has to do with the ways that racism is embedded in the structure of U.S. society. And we stand in agreement with the American Medical Association, the American College of Physicians, and the American Academy of Pediatrics: **Racism is a Public Health Issue.**

In our work at **MOAR**, we wholeheartedly believe that recovery is for everyone. The **MOAR** Mission is to organize recovering individuals, families, and friends into a collective voice to educate the public about the value of recovery from alcohol and other addictions. We want to help eliminate disparities related to substance addiction, health care and for the justice involved.



We support protesters in their calls for justice. Enough is enough. Racism in all forms must stop. This requires systemic changes not only to policing, but all aspects of our society. As an organization, **MOAR** is dedicated to the respective role we play in addressing these issues. As we call for system changes to do better, we know that we, as an organization must do better.

**MOAR** recognized that as an organization, that we needed to improve how we address systemic racism and the health disparities that manifest for Black and Brown people with substance addiction. In early 2020, we brought in an innovative team of experienced diversity consultants to engage us in a thorough organizational assessment. We reviewed and continue to review our internal and external practices to make the fundamental changes necessary to be a truly inclusive organization. Seeking out injustices is everyone's responsibility.

**MOAR** commits to work alongside and listen to the voices of all communities and take concrete measures to eliminate racial disparities in accessing recovery services. Let us all strive for racial equity.

It has been over a year since we put our commitment into print. Since then, we have formed two committees and created a new position.

- **Our Language and Curriculum Committee** provided strategy for updating our resources to reflect our commitment to equity, inclusion, diversity. We will be editing our educational materials to include the voices and direction from communities of color and other under- represented communities.
- **The Allyship & Partnership Committee** is leveraging our networks of allies and partnerships, as well as resources, create and sustain an environment that is equitable, inclusive, and diverse for all.
- **Our Diversity Chair** is helping **MOAR** organize and stay focused on truly reflecting equity, inclusion, and diversity.

**MOAR** is moving forward with strthsis ategic support and action.

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# Alcohol and Other Drug Continuum of Care

## WMS/Detox/ATS

Detox or Acute Treatment Services (ATS) are now called 24-Hour Diversionary Withdrawal Management Service (WMS). This means 24-hour substance use disorder treatment services are provided in freestanding or hospital-based settings with 24-hour, seven-day per week nursing and medical supervision that include withdrawal symptom management as part of medically supervised withdrawal and/or induction onto maintenance treatment. The expectation of all services as well as this setting is the provision of patient care to plan for discharge and continuity of services including direct referrals.

FACILITY	LOCATION	NUMBER
<b>AdCare Hospital</b>	Worcester	800-345-3552
<b>Andrew House at Shattuck Hospital *</b>	Jamaica Plain	617 318-5600
<b>Andrew House – Stoughton*</b>	Stoughton	781-232-5500
<b>Arbour Hospital</b>	Jamaica Plain	617-522-4400
<b>Baldpate Treatment Center</b>	Georgetown	978-352-2131
<b>Bournewood Health Systems</b>	Brookline	617-469-0300
<b>NORCAP Program</b>	Taunton	508-967-3200
<b>Carlson Recovery Center*</b>	Springfield	413-733-1431
<b>Community Healthlink*</b>	Worcester	508-860-1200
<b>Dimock*</b>	Roxbury	617-442-9661
<b>Franklin Recovery Center*</b>	Greenfield	413-223-5072

<b>FACILITY</b>	<b>LOCATION</b>	<b>NUMBER</b>
<b>Faulkner Hospital</b>	Jamaica Plain	617-983-7060
<b>Gosnold*</b>	Falmouth	800-444-1554
<b>Harrington Co-occurring Disorders Unit</b>	Webster	508-764-5061
<b>High Point Treatment Center*</b>	Brockton	800-734-3444
<b>High Point Treatment Center*</b>	Plymouth	800-233-4478
<b>Lahey Health Behavioral Services*</b>	Tewksbury	978-259-7000
<b>Lahey Health Behavioral Services*</b>	Danvers	800-323-2224
<b>McGee Unit / Berkshire Medical Center*</b>	Pittsfield	800-222-1664
<b>Gavin Quincy ATS</b>	Quincy	617-845-5785
<b>New England Recovery Center</b>	Westborough	877-697-3422
<b>Proctor House I</b>	Belmont	800-333-0338
<b>Mira Vista Behavioral Health Center</b>	Holyoke	413-701-2600
<b>Recovery Centers of America</b>	Danvers	978-767-2847
<b>Recovery Centers of America</b>	Westminster	978-571-6050
<b>Spectrum*</b>	Westborough	800-366-7732
<b>Serenity at the Summit</b>	Haverhill	855-699-0233
<b>Spectrum Weymouth*</b>	Weymouth	781-331-0690

FACILITY	LOCATION	NUMBER
<b>Sunrise Detox</b>	Millbury	508-581-5225
<b>SSTAR Inpatient*</b>	Fall River	800-937-3610
<b>St. Elizabeth's Comprehensive Addiction Program</b>	Brighton	617-789-2574
<b>Vertava Health</b>	Cummington	413-200-7511
<b>Veteran's Center for Addiction Program</b>	Bedford	781-687-2275
<b>Veteran's Center for Addiction Treatment</b>	Brockton	508-583-4500
<b>Washburn House</b>	Worcester	508-834-8599

## Clinical Stabilization / Step Down Services (CSS)

Provides clinical stabilization services for clients leaving detox or stabilization services for clients needing acute treatment but not meeting criteria for medically necessary detox or Withdrawal Maintenance Services.

FACILITY	LOCATION	NUMBER
<b>Andrew House</b>	Stoughton	781-232-5500
<b>Baldpate Treatment Center</b>	Georgetown	978-352-2131
<b>Berkshire Clinical Stabilization Service</b>	Pittsfield	413-447-2927
<b>Center for Motivational Change (CMC): Berkshire</b>	New Marlborough	413-229-3333
<b>Conexiones Clinical Stabilization Service</b>	Tewksbury	617-445-1123
<b>Emerson (Gosnold)</b>	Falmouth	800-444-1554
<b>Gavin CSS</b>	Quincy	617-845-5785
<b>Gosnold at Cataumet</b>	Bourne	800-444-1554
<b>Gosnold Post Detox</b>	Falmouth	800-444-1554
<b>High Point Treatment Center – Meadowbrook</b>	Brockton	508-584-9210
<b>High Point Treatment Center</b>	Plymouth	508-224-7701
<b>Independence Hall (Veterans Inc.)</b>	Shrewsbury	508-735-6098
<b>Miller (Gosnold)</b>	Falmouth	508-540-5052
<b>Northern Hope Center</b>	Greenfield	413-223-5072
<b>Passages –Community Healthlink</b>	Worcester	508-860-1142



<b>FACILITY</b>	<b>LOCATION</b>	<b>NUMBER</b>
<b>Post Detox Step Down - Lahey</b>	Danvers	800-323-2224
<b>Providence Behavioral Health Hospital</b>	Holyoke	800-274-7724
<b>Recovery Centers of America</b>	Danvers	978-767-2847
<b>Recovery Centers of America</b>	Westminster	978-571-6050
<b>Spectrum Post Detox Services</b>	Weymouth	781-331-3709
<b>SSTAR Step Down Services</b>	New Bedford	508-324-7763
<b>The Hope Center - BHN</b>	Springfield	413-301-9500
<b>Women's Renewal - Dimock</b>	Roxbury	617-442-8800

## Walk In Resource Support Services

<b>FACILITY</b>	<b>LOCATION</b>	<b>NUMBER</b>
<b>The Living Room – BHN- Behavioral Health Network</b>	Springfield	413- 310-3312
<b>The Living Room – Advocates</b>	Framingham	508-661-3333
<b>Project ASSERT – Boston Medical Center</b>	Boston	617-414-4388
<b>PAATHS – Boston Public Health Commission</b>	Boston	855-494-4057

## TSS-Transitional Support Services

Transitional Support Services (TSS) are short-term residential programs for individuals who need further stabilization after detoxification. Admission is generally limited to patients experiencing homelessness and those discharged from WMS. Average length of stay is 14 to 21 days. TSS programs provide 24-hour, structured, and supportive residential housing, and services. Case management and psychoeducation is available to assist patients implementing an Individual Service Plan. Case managers provide linkages and inter-agency collaboration to next step programs and assist in obtaining the necessary credentials to apply for social service benefits, such as a copy of a birth certificate, identification, and more.

FACILITY	LOCATION	NUMBER
Phoenix House	Holyoke	413-538-8188
High Point Treatment Center	New Bedford	508-984-1697
High Point Treatment Center	Taunton	774-501-3890
Gandara Esperanza Women TSS	Westfield	413-729-4250
Lynn Transitional	Lynn	781-593-9434
New Hope	Weymouth	617-878-2550
Spectrum Residential Program	Westborough	800-366-7732
Transitions Transitional	Mattapan	617-534-9150
Women's Hope	Dorchester	617-442-0048
Thayer Transitional Support	Worcester	774-312-2400
Zack's House	Lowell	978-459-8656

## Recovery Homes

Recovery Homes provide an alcohol and drug free environment for individuals recovering from addiction. These programs emphasize recovery and treatment within a structured, therapeutic setting. Residents are encouraged to integrate into the community and to access resources from multiple pathways and employment support. Social Model programs emphasize a sober living environment, peer counseling and case management. The goal of these programs is to assist residents to provide each other with a culture of recovery, support, sharing and positive role modeling.

### Men's Recovery Homes

RECOVERY HOME	LOCATION	NUMBER	WEBSITE
<b>Hello House</b>	Boston	617-262-7142	<a href="http://www.voamass.org">www.voamass.org</a>
<b>Granada House</b>	Allston	617-254-2923	<a href="http://www.granadahouse.org">www.granadahouse.org</a>
<b>Casa Esperanza</b>	Roxbury	617-445-7411	<a href="http://www.casaesperanza.org">www.casaesperanza.org</a>
<b>Gavin House</b>	So. Boston	617-268-5517	<a href="http://www.gavinfoundation.org">www.gavinfoundation.org</a>
<b>New Victories</b>	Dorchester	617-825-6088	<a href="http://www.vpi.org">www.vpi.org</a>
<b>Victory House</b>	Boston	617-262-5032	<a href="http://www.vpi.org">www.vpi.org</a>
<b>Shiloh House</b>	Boston	857-273-3923	<a href="http://www.voamass.org">www.voamass.org</a>
<b>Living &amp; Recovery Community Program</b>	Jamaica Plain	617-522-2936	<a href="http://www.vpi.org">www.vpi.org</a>
<b>Interim House</b>	Dorchester	617-265-2636	<a href="http://www.interimhouse.weebly.com">www.interimhouse.weebly.com</a>
<b>Dimock / John Flowers</b>	Roxbury	617-442-8800	<a href="http://www.dimock.org">www.dimock.org</a>
<b>Hamilton House</b>	Dorchester	617-288-1584	<a href="http://www.gavinfoundation.org">www.gavinfoundation.org</a>

<b>Answer House</b>	South Boston	617-268-7124	<a href="http://www.mhsainc.org">www.mhsainc.org</a>
<b>Sullivan House</b>	Jamaica Plain	617-524-4416	<a href="http://www.mhsainc.org">www.mhsainc.org</a>
<b>The Alternative House</b>	East Boston	617-569-8222	<a href="http://www.eastbostonrehab.com/">www.eastbostonrehab.com/</a>
<b>Rehabilitation &amp; Health</b>	East Boston	617-569-2089	<a href="http://www.eastbostonrehab.com/">www.eastbostonrehab.com/</a>
<b>Charlestown Recovery House</b>	Charlestown	617-242-0088	<a href="http://www.gavinfoundation.org">www.gavinfoundation.org</a>
<b>Hope House</b>	Boston	617-971-9360	<a href="http://www.hopehouseboston.org">www.hopehouseboston.org</a>
<b>Wyman Recovery Home</b>	Boston	617-534-6187	<a href="http://www.bphc.org">www.bphc.org</a>
<b>Green House</b>	Worcester	508-421-4403	<a href="http://www.communityhealthlink.org">www.communityhealthlink.org</a>
<b>Crozier House</b>	Worcester	508-860-2216	<a href="http://www.ccworc.org/">www.ccworc.org/</a>
<b>Pathway House</b>	Gardner	978-632-4574	<a href="http://www.gaamha.org/pathwayhouse/">www.gaamha.org/pathwayhouse/</a>
<b>Hector Reyes House</b>	Worcester	508-459-1805	<a href="http://www.lahaworc.org">www.lahaworc.org</a>
<b>Channing House</b>	Worcester	508-755-8088	<a href="http://www.cominghomeworcester.org">www.cominghomeworcester.org</a>
<b>Jeremiah's Inn</b>	Worcester	508-755-6403	<a href="http://www.jeremiahsinn.com">www.jeremiahsinn.com</a>
<b>Cole's Place (BHN)</b>	Springfield	413-747-0705	<a href="http://www.bhninc.org">www.bhninc.org</a>
<b>CASPAR House I / II</b>	Somerville	617-623-5277 / 617-776-6036	<a href="http://www.casparinc.org">www.casparinc.org</a>
<b>Hurley House</b>	Waltham	781-891-4323	
<b>The Bridge House</b>	Framingham	508-872-6194	<a href="http://www.bridgehouseneaar.org">www.bridgehouseneaar.org</a>
<b>Charles J. Faris Recovery Center (co-ed)</b>	Westborough	508-898-1570	<a href="http://www.spectrumhealthsystems.org">www.spectrumhealthsystems.org</a>

FACILITY	LOCATION	NUMBER	WEBSITE
<b>South Shore Recovery Home</b>	Quincy	617-773-7023	
<b>McLean at Naukeag</b>	Ashburnham	800-230-8764	<a href="http://www.mcleanhospital.org">www.mcleanhospital.org</a>
<b>McLean Center at Fernside</b>	Princeton	800-906-9531	<a href="http://www.mcleanhospital.org">www.mcleanhospital.org</a>
<b>Link House / John Ashford</b>	Newburyport	978-462-7341	<a href="http://www.linkhouseinc.org">www.linkhouseinc.org</a>
<b>Lowell House</b>	Lowell	978-459-3371	<a href="http://www.lowellhouseinc.org/">www.lowellhouseinc.org/</a>
<b>Ryan House</b>	Lynn	781-593-9434	<a href="http://www.Nebhealth.org">www.Nebhealth.org</a>
<b>Eastern Middlesex</b>	Malden	781-321-2600	<a href="http://www.easternmiddlesex.com/">www.easternmiddlesex.com/</a>
<b>Gandara</b>	Springfield	413-781-2234	<a href="http://www.gandaracenter.org">www.gandaracenter.org</a>
<b>North Cottage Program</b>	Norton	508-285-2701	<a href="http://www.northcottageprogram.com">www.northcottageprogram.com</a>
<b>Harmony House</b>	New Bedford	508-992-8948	<a href="http://www.semcoa.org/">www.semcoa.org/</a>
<b>Anchor House</b>	Plymouth	508-746-6654	
<b>Steppingstone Men's House</b>	Fall River	508-674-2788	<a href="http://www.steppingstoneinc.org">www.steppingstoneinc.org</a>
<b>Keenan House</b>	Pittsfield	413-499-2756	<a href="http://www.briencenter.org">www.briencenter.org</a>
<b>Opportunity House</b>	Springfield	413-739-4732	<a href="http://www.bhninc.org">www.bhninc.org</a>
<b>Hairston House</b>	Northampton	413-585-8390	<a href="http://www.gandaracenter.org">www.gandaracenter.org</a>

FACILITY	LOCATION	NUMBER	WEBSITE
<b>Beacon House</b>	Greenfield	413-773-1706	<a href="http://www.westernmassrlc.org">www.westernmassrlc.org</a>
<b>Orange Recovery House</b>	Orange	978-544-6507	<a href="http://www.servicenet.org">www.servicenet.org</a>
<b>Phoenix House</b>	Springfield	844-665-6492	<a href="http://www.phoenixhouse.org">www.phoenixhouse.org</a>
<b>New Chapters</b>	New Bedford	774-202-4827	<a href="http://www.semcoa.org/">www.semcoa.org/</a>

## Women's Recovery Homes

FACILITY	LOCATION	NUMBER	WEBSITE
<b>Latinas Y Ninos Center**</b>	Roxbury	617-445-1104	<a href="http://www.casaesperanza.org">www.casaesperanza.org</a>
<b>Shepherd House</b>	Dorchester	617-288-3906	<a href="http://www.vpi.org">www.vpi.org</a>
<b>Hello House Women's Program</b>	Quincy	617-326-6484	<a href="http://www.voamass.org">www.voamass.org</a>
<b>Granada House</b>	Allston	617-254-2923	<a href="http://www.granadahouse.org">www.granadahouse.org</a>
<b>Faith House**</b>	Worcester	508-438-5625	<a href="http://www.communityhealthlink.org">www.communityhealthlink.org</a>
<b>McLean at Naukeag Residential</b>	Ashburnham	800-230-8764	<a href="http://www.mcleanhospital.org">www.mcleanhospital.org</a>
<b>McLean Center at Fernside</b>	Princeton	800-906-9531	<a href="http://www.mcleanhospital.org">www.mcleanhospital.org</a>
<b>Linda Fay Griffin House</b>	Worcester	508-755-8990	
<b>Rhodes Street House</b>	Millbury	508-581-7821	<a href="http://www.smoc.org">www.smoc.org</a>
<b>GROW Program</b>	Cambridge	617-661-6020	<a href="http://www.casparinc.org">www.casparinc.org</a>
<b>Serenity House**</b>	Hopkinton	508-435-9040	<a href="http://www.smoc.org">www.smoc.org</a>
<b>McLean Residence at the Brook</b>	Waltham	978-464.2331	<a href="http://www.mcleanhospital.org">www.mcleanhospital.org</a>
<b>Women's Place</b>	Cambridge	617-661-6020	<a href="http://www.casparinc.org">www.casparinc.org</a>
<b>Women's View**</b>	Lawrence	978-687-1658	
<b>Project Cope**</b>	Lynn	781-581-9273	<a href="http://www.projectcope.com">www.projectcope.com</a>
<b>Johnson Street Women's Program</b>	Lynn	781-584-8490	<a href="http://www.bridgewell.org">www.bridgewell.org</a>



FACILITY	LOCATION	NUMBER	WEBSITE
<b>Ryan House</b>	Lynn	781-593-9434	
<b>Pegasus House</b>	Lawrence	978-687-4257	<a href="http://www.psychologicalcenter.com">www.psychologicalcenter.com</a>
<b>Lowell Recovery House</b>	Lowell	978-459-3371	<a href="http://www.lowellhouseinc.com">www.lowellhouseinc.com</a>
<b>Megan's House</b>	Lowell	978-455-6973	<a href="http://www.themeganhouse.org/">www.themeganhouse.org/</a>
<b>Sheehan Women's Program</b>	Tewksbury	978-640-0840	<a href="http://www.linkhouseinc.org">www.linkhouseinc.org</a>
<b>New Day**</b>	Somerville	617-628-8188	<a href="http://www.casparinc.org">www.casparinc.org</a>
<b>Edwina Martin House**</b>	Brockton	508-583-0493	<a href="http://www.edwinamartinhouse.org">www.edwinamartinhouse.org</a>
<b>Monarch House</b>	New Bedford	508-992-0800	<a href="http://www.semcoa.org/">www.semcoa.org/</a>
<b>Gandara Residential**</b>	Holyoke	413-540-9881	<a href="http://www.gandaracenter.org">www.gandaracenter.org</a>
<b>My Sister's House**</b>	Springfield	413-733-7891	<a href="http://www.bhninc.org">www.bhninc.org</a>
<b>Keenan House Recovery Home</b>	Pittsfield	413-499-2756	<a href="http://www.briencenter.org">www.briencenter.org</a>
<b>Beacon House</b>	Greenfield	413-773-4610	<a href="http://www.servicenet.org">www.servicenet.org</a>
<b>Two Rivers Recovery Center for Women</b>	Greenfield	413-512-5018	<a href="http://www.chd.org">www.chd.org</a>
<b>Phoenix House (men &amp; women)</b>	Springfield	413-733-2178	<a href="http://www.phoenixhouse.org">www.phoenixhouse.org</a>
<b>Miranda's House</b>	Worcester	508-860-1005	<a href="http://www.communityhealthlink.org">www.communityhealthlink.org</a>
<b>Beryl's House**</b>	Worcester	774-243-6995	<a href="http://www.communityhealthlink.org">www.communityhealthlink.org</a>

**\*\* Facilities that offer provisions for pregnant and parenting women with an infant.**

## Family Residential Services

Specialized Residential Services for Families provide safe and supportive treatment environment for unhoused families and with a parent(s) who has a chronic substance addiction problem. Programs provide shelter, case management, and coordination of treatment and other services to support and sustain recovery.

FACILITY	LOCATION	NUMBER	WEBSITE
<b>Entre Familia Program</b>	Mattapan	617-534-7968	<a href="http://www.bphc.org">www.bphc.org</a>
<b>New Joelyn's Family Home</b>	Roxbury	617-456-1201	<a href="http://www.vpi.org">www.vpi.org</a>
<b>Phoenix House Dorchester Center</b>	Dorchester	617-379-3307	<a href="http://www.phoenixhouse.org">www.phoenixhouse.org</a>
<b>Orchard Street</b>	Leominster	978-537-3109	<a href="http://www.communityhealthlink.org">www.communityhealthlink.org</a>
<b>Genesis II Family Center</b>	Newton	866-705-2807	<a href="http://www.ccab.org">www.ccab.org</a>
<b>Sage House</b>	Framingham	508-626-2586	<a href="http://www.smoc.org">www.smoc.org</a>
<b>H.A.R.T. House</b>	Tewksbury	978-234-4214	<a href="http://www.nebhelp.org">www.nebhelp.org</a>
<b>Angel House</b>	Hyannis	508-775-8045	<a href="http://www.haconcapecod.org">www.haconcapecod.org</a>
<b>Grace House</b>	Northampton	413-586-8213	<a href="http://www.chd.org">www.chd.org</a>

## Co-Occurring Enhanced Residential Programs

Like traditional recovery homes, these programs provide long-term, structured, residential treatment. They are specially designed to meet the needs of people recovering from both substance use disorders and mental health conditions.

FACILITY	LOCATION	NUMBER	WEBSITE
<b>Aster House Center for Human Development</b>	Longmeadow	413-333-4566	<a href="http://www.chd.org">www.chd.org</a>
<b>Avanzando for Women-Gandara Center</b>	Ludlow	413-266-4093	<a href="http://www.gandaracentr.org">www.gandaracentr.org</a>
<b>Hello House Burt Street,</b>	Boston	617-288-3250	<a href="http://www.voamass.org">www.voamass.org</a>
<b>GRIT-MHA</b>	Springfield/ Holyoke	844-642-9355 option 1	<a href="http://www.mhainc.org">www.mhainc.org</a>
<b>Shiloh House</b>	Boston	857-273-3923	<a href="http://www.voamass.org">www.voamass.org</a>
<b>Bridge House COE RRS</b>	Taunton	508-884-8817	<a href="http://www.comcounseling.org">www.comcounseling.org</a>
<b>Hope House</b>	Boston	617-971-9360	<a href="http://www.hopehouseboston.org">www.hopehouseboston.org</a>
<b>Dimock Askia- Therapeutic Communities</b>	Roxbury	617-442-8800	<a href="http://www.dimock.org">www.dimock.org</a>
<b>228 COE House</b>	Framingham	508-424-5066	<a href="http://www.smoc.org">www.smoc.org</a>
<b>Hanton House</b>	Chelsea	617-431-2728	<a href="http://www.hantonhouse.org">www.hantonhouse.org</a>
<b>Steppingstone COE Residential Program</b>	Fall River	508-674-2788	<a href="http://www.steppingstoneinc.org">www.steppingstoneinc.org</a>
<b>Independence Hall</b>	Shrewsbury	508-845-6176	<a href="http://www.recoveryindependence.org">www.recoveryindependence.org</a>
<b>Jana's Place</b>	Worcester	508-762-9660	<a href="http://www.liftworcester.org">www.liftworcester.org</a>
<b>Washburn House RRS/COE</b>	Worcester	884-859-5124	<a href="http://www.washburnhouse.org">www.washburnhouse.org</a>
<b>Unity Place COE</b>	Greenfield	413-739-4734	
<b>Keenan House</b>	North Adams	413-662-2480	<a href="http://www.briencenter.org">www.briencenter.org</a>
<b>Tower Hill</b>	Lawrence	978-655-8752	<a href="http://www.lowellhouseinc.org">www.lowellhouseinc.org</a>

## Therapeutic Communities

Therapeutic Communities provide an environment that emphasizes resident treatment and recovery within the parameters of the program structure. The residents take an active role in this mode of treatment, helping them to take responsibility and become positive role models.

FACILITY	LOCATION	NUMBER	WEBSITE
<b>Meridian House (co-ed)</b>	East Boston	617-569-6050	<a href="http://www.northsuffolk.org">www.northsuffolk.org</a>
<b>Steppingstone (women)</b> **	Fall River	508-674-2788	<a href="http://www.casparinc.org">www.casparinc.org</a>
<b>Steppingstone (women)</b> **	New Bedford	508-984-1880	<a href="http://www.casparinc.org">www.casparinc.org</a>
<b>Dimock Askia (men)</b>	Roxbury	617-442-8800 ext. 1654	<a href="http://www.dimock.org">www.dimock.org</a>
<b>My Sister's House (women)</b>	Roxbury	617-442-8800 ext. 3030	<a href="http://www.dimock.org">www.dimock.org</a>
<b>Spectrum Residential (co-ed)</b>	Westboro	800-366-7732	<a href="http://www.spectrumhealthsys.com">www.spectrumhealthsys.com</a>
<b>Project Turnabout (Men)</b>	Weymouth	781-331-9697	<a href="http://www.spectrumhealthsys.com">www.spectrumhealthsys.com</a>

**\*\* Facilities that offer provisions for pregnant and parenting women with an infant.**

## Support for Deaf, Hard of Hearing, and Late Deafened

**Interested in Deaf and Hard of Hearing Resources?  
Please Contact:**

**Karran Larson, LADC1, LMHC**

**[karran.larson@mass.gov](mailto:karran.larson@mass.gov)**

**Coordinator of Statewide SUD and Recovery Services  
Deaf Recovery Coach Supervisor**

Massachusetts Commission for the Deaf and Hard of Hearing

- 413-347-4094 VP/VRS
- 857-488-5440 text
- [www.mass.gov/MCDHH](http://www.mass.gov/MCDHH)

Deaf and Hard of Hearing Resource for Men

- Bridgemark Addiction Services. Warwick, RI. 401-781-2700
- MA Bureau of Substance Addiction Services/ DPH contracts with Bridgemark

## Peer/Mutual Aid Support Groups

Peer-based support where individuals and/or families with similar experience are involved in mutually supporting one another's recovery from addiction.

SUPPORT GROUP	NUMBER	WEBSITE
Al-Anon and Alateen Family Groups	508-366-0556	<a href="http://www.ma-al-anon-alateen.org">www.ma-al-anon-alateen.org</a>
Alcoholics Anonymous - Cape Cod	508-775-7060	<a href="http://www.aacapecod.org">www.aacapecod.org</a>
Alcoholics Anonymous - Central MA	508-752-9000	<a href="http://www.aaworcester.org">www.aaworcester.org</a>
Alcoholics Anonymous - Eastern MA	617-426-9444	<a href="http://www.aaboston.org">www.aaboston.org</a>
Alcoholics Anonymous - Nantucket	508-627-7084	<a href="http://www.aaboston.org">www.aaboston.org</a>
Alcoholics Anonymous - Western MA	413-532-2111	<a href="http://www.westernmassaa.org">www.westernmassaa.org</a>
Bettor's Anonymous	978-988-1777	<a href="http://www.bettorsanonymous.org">www.bettorsanonymous.org</a>
Cocaine Anonymous of MA	617-539-6090	<a href="http://www.caofma.org">www.caofma.org</a>
Crystal Meth Anonymous	855-638-4373	<a href="http://www.crystalmeth.org">www.crystalmeth.org</a>
Double Trouble in Recovery	718-373-2684	<a href="http://www.doubletroubleinrecovery.org">www.doubletroubleinrecovery.org</a>
Dual Recovery Anonymous	913-991-2703	<a href="http://www.draonline.org">www.draonline.org</a>
Families Anonymous	800-736-9805	<a href="http://www.FamiliesAnonymous.org">www.FamiliesAnonymous.org</a>
Gamblers Anonymous - Eastern MA	617-338-6020	<a href="http://www.newenglandga.com">www.newenglandga.com</a>
Gamblers Anonymous - Western MA	888-519-5059	<a href="http://www.newenglandga.com">www.newenglandga.com</a>
Lifering Secular Recovery	800-811-4142	<a href="http://www.lifering.org">www.lifering.org</a>
Marijuana Anonymous World Services	800-766-6779	<a href="http://www.marijuana-anonymous.org">www.marijuana-anonymous.org</a>

SUPPORT GROUP	NUMBER	WEBSITE
Narcotics Anonymous	866-624-3578	<a href="http://www.nema.org">www.nema.org</a>
Narcotics Anonymous - Nantucket	508-228-5739	<a href="https://www.narcotics.com/na-meetings/massachusetts/nantucket">https://www.narcotics.com/na-meetings/massachusetts/nantucket</a>
Nicotine Anonymous World Services	415-750-0238	<a href="http://www.nicotine-anonymous.org">www.nicotine-anonymous.org</a>
Overeaters Anonymous	781-641-2303	<a href="http://www.overeatersanonymous.org">www.overeatersanonymous.org</a>
Recovery Dharma		<a href="http://www.recoverydharma.org">www.recoverydharma.org</a>
Refuge Recovery	303-715-8326	<a href="http://www.refugerecovery.org">www.refugerecovery.org</a>
Sex & Love Addicts Anonymous	617-625-7961	<a href="http://www.slaanei.org">www.slaanei.org</a>
SMART Recovery	781-891-7574	<a href="http://www.smartrecovery.org">www.smartrecovery.org</a>
Sober Mommies	781-247-567	<a href="http://www.sobermommies.com">www.sobermommies.com</a>
Wellbriety	877-871-1495	<a href="http://www.wellbriety.com/">www.wellbriety.com/</a>
Women for Sobriety	508-842-9158	<a href="http://www.womenforsobriety.org">www.womenforsobriety.org</a>

## Mind and Body Restorative Groups

For many people, exercise and physical activity are critical to maintaining not just their health, but also their recovery. These athletic and restorative groups are run by people in recovery and/or their families.

FACILITY	NUMBER	WEBSITE
Boston Bulldogs Recovery Running Club	617-875-8747	<a href="http://www.bostonbulldogsrunning.com">www.bostonbulldogsrunning.com</a>
The Phoenix of Boston	857-239-8422	<a href="http://www.thephoenix.org">www.thephoenix.org</a>
Yoga for Families of Addiction	978-866-8197	<a href="http://www.yogaforfamiliesofaddiction.com">www.yogaforfamiliesofaddiction.com</a>



## Peer Recovery Support Centers

FACILITY	LOCATION	NUMBER	WEBSITE
<b>A New Way *</b>	85 Quincy Ave, Quincy	617-302-3287	<a href="http://www.anewwayrecoveryctr.org">www.anewwayrecoveryctr.org</a>
<b>Alyssa's Place*</b>	297 Central St., Gardner	978-364-0920	<a href="http://www.alyssasplace.org">www.alyssasplace.org</a>
<b>Beacon Recovery Community Center</b>	61 Main St., North Adams	413-663-7588	<a href="http://www.nbccoalition.org/brcc.html">www.nbccoalition.org/brcc.html</a>
<b>Billy's Barber Shop Resource Reclamation Center</b>	151 Andover St., Lowell	978-221-5827	<a href="http://www.thereclamationcenter.org">www.thereclamationcenter.org</a>
<b>Devine Peer Recovery Support Center*</b>	70 Devine Way, Boston	857-496-1384	<a href="http://www.gavinfoundation.org">www.gavinfoundation.org</a>
<b>Recovery on the Harbor*</b>	975 Bennington St., East Boston	617-874-8046	<a href="http://www.northsuffolk.org">www.northsuffolk.org</a>
<b>Everyday Miracles Peer Recodvery Support Center*</b>	25 Pleasant St., Worcester	774-670-4622	<a href="http://www.everydaymiraclesprsc.com">www.everydaymiraclesprsc.com</a>
<b>Anchored In Peer Recovery Support Center/ SMOC *</b>	19 Concord St., Framingham	508-424-2520	<a href="http://www.smoc.org">www.smoc.org</a>
<b>Hope for Holyoke Peer Recovery Support Center*</b>	100 Suffolk St., Holyoke	413-561-1020	<a href="http://www.hopeforholyoke.com">www.hopeforholyoke.com</a>
<b>Living in Recovery*</b>	81 Linden St., Pittsfield	413-270-3681	<a href="http://www.servicenet.org">www.servicenet.org</a>
<b>Lowell Recovery Café*</b>	20 Williams St, Lowell	978-677-6087	<a href="http://www.lowellhouseinc.org">www.lowellhouseinc.org</a>
<b>The Bridge Recovery Support Center*</b>	239 Commercial St, Malden	781-888-9130	<a href="http://www.maldenovercomingaddiction.com">www.maldenovercomingaddiction.com</a>
<b>Marcus Garvey</b>	116 Roxbury St., Roxbury	617-708-0266	

FACILITY	LOCATION	NUMBER	WEBSITE
<b>Martha's Vineyard*</b>	12 Beach Rd, Oak Bluffs	508-693-2900	<a href="http://www.mvcommunityservices.org">www.mvcommunityservices.org</a>
<b>New Beginnings*</b>	487 Essex St, Lawrence	978-655-3674	<a href="http://www.newbeginningsprc.org">www.newbeginningsprc.org</a>
<b>No One Walks Alone* (NOWA)</b>	9 Spring St, Whitinsville	508-266-0210	<a href="http://www.familycontinuity.org">www.familycontinuity.org</a>
<b>Northampton Peer Recovery Support Center*</b>	25 Armory St, Northampton	413-834-4127	<a href="http://www.northamptonrecoverycenter.org">www.northamptonrecoverycenter.org</a>
<b>North Quabbin Recovery Center</b>	416 Main St, Athol	978-249-4989	<a href="http://www.nqcc.org/nqrc.html">www.nqcc.org/nqrc.html</a>
<b>Opening the Word Peer Recovery Support Center</b>	174 Main St, Webster	508-330-8073	<a href="http://www.openingthewordwebster.com">www.openingthewordwebster.com</a>
<b>Peer 2 Peer Recovery Support Center*</b>	175 N. Main St, Fall River	508-567-5086	<a href="http://www.stepingstoneinc.org">www.stepingstoneinc.org</a>
<b>PIER Recovery Center*</b>	209 Main St, Hyannis	508-827-6150	<a href="http://www.gandaracenter.org/pier">www.gandaracenter.org/pier</a>
<b>Plymouth Peer Recovery Support Center*</b>	5 Main St Extn, Plymouth	774-225-0723	<a href="http://www.plymouthrecoverycenter.org">www.plymouthrecoverycenter.org</a>
<b>Recovery on the Harbor</b>	975 Bennington St, East Boston	617-912-7500	<a href="http://www.northsuffolk.org">www.northsuffolk.org</a>
<b>RISE*</b>	497 Belleville Ave, New Bedford	508-997-9051	<a href="http://www.paaca.org">www.paaca.org</a>
<b>Recovery Connection*</b>	31 Main St, Marlboro	508-485-0298	<a href="http://www.therecoveryconnection.org">www.therecoveryconnection.org</a>
<b>Restoration Recovery</b>	40 Fairmount St, Fitchburg	978-430-0412	<a href="http://www.rrcfitchburg.com">www.rrcfitchburg.com</a>
<b>River to Recovery</b>	1507 Pleasant St, Fall River	774-704-5501	<a href="http://www.riverrecovery.org">www.riverrecovery.org</a>
<b>Room to Grow*</b>	39 Boylston St, Boston	617-542-4211	<a href="http://www.stfrancishouse.org">www.stfrancishouse.org</a>

FACILITY	LOCATION	NUMBER	WEBSITE
Safe and Sound	74 Albany St, Boston	617-534-2186	<a href="http://www.bphc.org">www.bphc.org</a>
South County	67 State Rd, Great Barrington	413-854-5828	
South Shore Peer	51 Cole Pkwy, Scituate	781-378-0453	<a href="http://www.southshorepeerrecovery.org">www.southshorepeerrecovery.org</a>
Stairway to Recovery*	90 Main St, Brockton	774-257-5660	<a href="http://www.gandaracenter.org">www.gandaracenter.org</a>
STEPROx Peer Recovery Support Center*	153 Blue Hill Ave, Roxbury	617-442-7837	<a href="http://www.northsuffolk.org">www.northsuffolk.org</a>
Turning Point*	32 Common St, Walpole	508-668-3960	<a href="http://www.turningpointrecoverycenter.org">www.turningpointrecoverycenter.org</a>
The Bridge Recovery Support Center	239 Commercial St, Malden	781-480-4937	<a href="http://www.maldenovercomingaddiction.com">www.maldenovercomingaddiction.com</a>
The RECOVER Project *	68 Federal St., Greenfield	413-774-5489	<a href="http://www.recoverproject.org/">www.recoverproject.org/</a>
Valor*	383 Worthington St, Springfield	413-507-3635	<a href="http://www.gandaracenter.org">www.gandaracenter.org</a>

For information on BSAS-funded recovery support services, contact

**Julia Ojeda, Recovery Support Services Manager**

Bureau of Substance Addiction Services

MA Department of Public Health

[julia.ojeda@mass.gov](mailto:julia.ojeda@mass.gov)

\*BSAS Funded

## Multi Service Recovery Centers

FACILITY	LOCATION	NUMBER	WEBSITE
North Suffolk Mental Health	Boston	617-720-0153	<a href="http://www.northsuffolk.org">www.northsuffolk.org</a>
Club 24		781-321-2424	<a href="http://www.24south.org">www.24south.org</a>
Addiction Referral Center	Marlboro	508-485-4357	<a href="http://www.theaddictionreferralcenter.com">www.theaddictionreferralcenter.com</a>
Positive Action Against Chemical Addiction (P.A.A.C.A.)	New Bedford	508-997-9051	<a href="http://www.paaca.org">www.paaca.org</a>
Family Recovery Center	Greenfield	866-277-1413	

## Mental Health Family Support

**National Alliance on Mental Illness:** NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI of MA offers support groups, peer resources that can be found at their website:

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

NAMI Greater Boston Consumer Advocacy Network

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

617-626-8691

## PPAL: Children's Mental Health

Providing hope for children with mental health needs and their families through education, advocacy, outreach, and support.

**Parent/Professional Advocacy League (PPAL):**

The Massachusetts Family Voice for Children's Mental Health

**Website:** <https://ppal.net/>

## Regional Learning Communities

DMH has funded Recovery Learning Communities in all 6 DMH service areas. Regionally located, these peer-operated “hubs” coordinate peer-run peer support, education, advocacy, and other regional peer-run activities. By supporting and strengthening a regional peer-run network, DMH aims to promote a system that is increasingly consumer driven, where peers are more fully integrated into their community.

FACILITY	LOCATION	NUMBER	WEBSITE
<b>Metro Boston</b>	Boston	617-305-9976	<a href="http://www.metrobostonrlc.org">www.metrobostonrlc.org</a>
<b>Central Mass</b>	Worcester	508-751-9600	<a href="http://www.kivacenters.org">www.kivacenters.org</a>
<b>Metro-Suburban</b>	Quincy	888-752-5510	<a href="http://www.kivacenters.org">www.kivacenters.org</a>
<b>Northeast</b>	Lawrence	800-845-6457	<a href="http://www.nilp.org">www.nilp.org</a>
<b>Southeastern</b>	Taunton	774-212-4519	<a href="http://www.southeastrlc.org">www.southeastrlc.org</a>
<b>Western Mass</b>	Holyoke	866-641-2853	<a href="http://www.westernmassrlc.org">www.westernmassrlc.org</a>

## Faith Based Recovery

The recovery journey for many is experienced within the framework of religious experience, beliefs, and rituals and/or within the mutual support of a faith community. Faith-based recovery frameworks may serve as adjuncts to traditional recovery support programs or serve as alternatives to them.

GROUP	CONTACT	NUMBER	WEBSITE
<b>Archdiocesan Addiction Recovery Pastoral Support Services (AARPSS)</b>	Fr. Joe White	617-523-4342	<a href="http://www.aarpss.org">www.aarpss.org</a>
<b>The Black Ministerial Alliance of Greater Boston</b>		617-445-2737	<a href="http://www.bmaboston.org">www.bmaboston.org</a>
<b>Saint Benedict Interfaith Christian Fellowship</b>		508-944-3142	<a href="http://www.RcCINE.org">www.RcCINE.org</a>
<b>New England Aftercare Ministries</b>		508-872-6194	<a href="http://www.thebridgehouse.org">www.thebridgehouse.org</a>
<b>Bethel A.M.E. Church</b>		617-524-7915	<a href="http://www.bethelame.org">www.bethelame.org</a>
<b>Boston Rescue Mission</b>		617-338-9000	<a href="http://www.brm.org">www.brm.org</a>
<b>Haley House</b>		617-236-8132	<a href="http://www.haleyhouse.org">www.haleyhouse.org</a>
<b>Teen Challenge</b>		855-404-HOPE	<a href="http://www.tcnewengland.org">www.tcnewengland.org</a>
<b>Faith Unlimited Institute</b>		413-779-2991	<a href="http://www.faithunlimitedinstitute.org">www.faithunlimitedinstitute.org</a>
<b>Providence Ministries</b>		413-536-9109	<a href="http://www.provministries.com">www.provministries.com</a>
<b>Foundation for Alcohol Education</b>	Steve Walsh	978-468-7709	<a href="https://alcoholeducation.org">https://alcoholeducation.org</a>

## Family Recovery Groups

Is Your Child or Adult Child Addicted to Alcohol and/or Other Drugs?  
Get Help from Other Parents and other Support Services for YOU

GROUP	CONTACT	PHONE	LOCATION	WEBSITE
<b>Parent Support Groups of W MA</b>	Lisa Barnes	413-626-9889	Holyoke	
<b>Allies in Recovery</b>		413-210-3724	Northampton	<a href="http://www.alliesinrecovery.org">www.alliesinrecovery.org</a>
<b>Parent Supporting Parents</b>	Linda Cubellis	508-419-3434	Mashpee	<a href="http://www.parentsfightingaddiction.org">www.parentsfightingaddiction.org</a>
<b>Learn to Cope</b>	Joanne Peterson	508-738-5148	Brockton, Salem, Tewksbury, Quincy, Pittsfield, Norwell, Framingham, New Bedford Gloucester, Lowell, Worcester, Cambridge, Holyoke & more	<a href="http://www.learn2cope.org">www.learn2cope.org</a>
<b>The Parents' Forum</b>	Eve Sullivan	617-253-7182	Cambridge	
<b>A Circle of Hope</b>	Phil Lahey	978-557-9235	Lawrence	
<b>Bedford Parents Support Group</b>	Joanne Glover		Bedford Unitarian Church	
<b>Mass General Hospital</b>	Maureen McGlame	617-227-4183	Mass General Hospital	<a href="http://www.massgeneral.org">www.massgeneral.org</a>
<b>Coping Today Grief Group via Learn to Cope</b>	Kathy Leonard	978-875-0606		<a href="http://www.learn2cope.org">www.learn2cope.org</a>
<b>Journey to Hope</b>	Susan Silva	508-456-1590	East Bridgewater & Middleboro	



<b>Families Anonymous</b>	Cheryl Delafano	781-727-1803	Medford	<a href="http://www.familiesanonymous.org">www.familiesanonymous.org</a>
<b>Magnolias New Beginnings</b>	Maureen Cavanagh	617-291-3266	Massachusetts & National	<a href="http://www.magnolianewbeginnings.org">www.magnolianewbeginnings.org</a>

## Support After a Death by Overdose

<https://sadod.org/>

**SADOD provides resources, information, and assistance to people throughout Massachusetts who have been affected by the death of someone they care about from a substance-use-related cause.** Our focus is on increasing the capacity and effectiveness of peer grief support for bereaved people, frontline care providers, and people in recovery or struggling with drug use. We hope you find useful tools here that meet your needs, and we welcome your feedback about how this website can be improved.

# Youth Prevention Initiatives

## MASS CALL 3

The third Massachusetts Collaborative for Action, Leadership, and Learning (MassCALL3) award replaces DPH's previously funded Substance Misuse Prevention Grant Programs.

Currently 31 grants have been distributed. Mass Call 3 is overseen by The Massachusetts Department of Public Health, Bureau of Substance Addiction Services.

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**For More Information  
Contact Prevention Services  
Director, Jose Morales  
[jose.morales@state.ma.us](mailto:jose.morales@state.ma.us)**

# MA BSAS/DPH Funded Opioid Overdose Prevention /Narcan (Naloxone) Trainings

Overdose Education and Naloxone Distribution (OEND) Programs in Massachusetts.

## BOSTON

<p><b>ACCESS</b></p> <p>Drug User Health Program</p> <p><i>Fenway Health</i></p> <p>617-599-0246</p> <p>Serving: Boston, Cambridge, Somerville, and surrounding towns</p>	<p><b>AHOPE</b></p> <p><i>Boston Public Health Commission</i></p> <p>617-534-3976</p> <p>Serving: Boston</p>	<p><b>Drug User Health Project</b></p> <p><i>Victory Programs</i></p> <p>617-927-0836</p> <p>Serving: Boston</p>	<p><b>North Suffolk Mental Health</b></p> <p>617-912-7554</p> <p>Serving: Revere</p>
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## METROWEST

<p><b>Manet Community Health Center</b></p> <p>857-939-4108</p> <p>Serving: Braintree, Hull, Quincy, and Weymouth</p>	<p><b>Program RISE</b></p> <p><i>Justice Resource Institute</i></p> <p>508-935-2960</p> <p>Serving: Ashland, Framingham, Natick, Westborough, and surrounding towns</p>
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## CENTRAL

<p><b>AIDS Project Worcester</b></p> <p>508-755-3773</p> <p>Serving: Worcester County</p>
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## NORTHEAST

<p><b>Greater Lawrence Family Health Center</b></p> <p>978-989-4533</p> <p>Serving: Lawrence and Essex County</p>	<p><b>Healthy Streets Health Innovations</b></p> <p>339-440-5633</p> <p>Serving: Beverly, Chelsea, Lowell, Lynn, Peabody, Salem, and Saugus</p>	<p><b>Lowell Community Health Center</b></p> <p>978-221-6767</p>	<p><b>Lowell House</b></p> <p>978-459-8656</p> <p>Serving: Lowell</p>
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## SOUTHEAST

<p><b>AIDS Support</b></p> <p>Hyannis: 508-778-1954</p> <p>Martha's Vineyard: 774-994-7935</p> <p>Provincetown: 508-487-8311</p> <p>Serving: The Cape and the Islands</p>	<p><b>The COPE Center</b></p> <p><i>Brockton Area Multi-Services, Inc.</i></p> <p>508-583-3405</p> <p>Serving: Brockton and Plymouth</p>	<p><b>Project Aware</b></p> <p><i>SSTAR</i></p> <p>508-324-3561</p> <p>Serving: Fall River</p>	<p><b>Seven Hills Behavioral Health</b></p> <p>New Bedford: 508-996-0546</p> <p>Fall River: 508-235-1012</p> <p>Taunton: 508-967-7170</p> <p>Serving: South Coast</p>
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## WESTERN

<p><b>Healthy Steps</b></p> <p><i>Berkshire Medical Center</i></p> <p>413-447-2654</p> <p>Serving: Berkshire County</p>	<p><b>Holyoke Community Health Center</b></p> <p>413-420-2255</p> <p>Serving: Holyoke</p>	<p><b>New North Citizen's Council</b></p> <p>413-747-5755</p> <p>Serving: Springfield</p>	<p><b>Tapestry Health</b></p> <p>Greenfield: 413-475-3377</p> <p>Holyoke: 413-315-3732</p> <p>North Adams: 413-398-5603</p> <p>Northampton: 413-586-0310</p> <p>Springfield: 413-363-9472</p> <p>Serving: Western MA</p>
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## Medication for Opioid Use Disorder Treatment and Recovery

Opioid Treatment provides medically monitored treatment services for clients who are addicted to opiate drugs such as heroin or pain medications. Services combine medical and pharmacological interventions (such as methadone or buprenorphine) with professional outpatient counseling, education, and vocational services. Services are offered on both a short- and long-term basis.

<b>FACILITY</b>	<b>LOCATION</b>	<b>NUMBER</b>
<b>Addiction Treatment Center of New England</b>	Brighton	617-254-1271
<b>Bay Cove Human Services</b>	Boston	617-371-3030
<b>Faulkner Hospital</b>	Boston	617 983- 0760
<b>Clean Slate</b>	(Multiple Sites)	413 314 1787
<b>Veteran's Outpatient Narcotic Treatment</b>	Boston	617-248-1013
	Chelsea	617-889-8779
	Woburn	781-933-0700
	Chicopee	413-746-0051
	Westfield	413-568-6600
	Northampton	413-584-2404
	Greenfield	413-774-3321
<b>Community Substance Abuse Centers</b>	Boston	617-318-6480
	Boston	617-414-6926
<b>BMC Buprenorphine Statewide Referrals</b>	Boston	617-414-6926

FACILITY	LOCATION	NUMBER
<b>Habit OPCO</b>	Roxbury	617-442-1499
	Fitchburg	978-343-6300
	Lowell	978-452-5155
	Lawrence	978-687-6300
	Lynn	781-595-2413
	South Yarmouth	508-398-5155
	Fall River	508-676-1307
	Brockton	508-586-6300
	Springfield	413-733-3488
	East Wareham	508-295-7990
<b>Spectrum Outpatient Services</b>	Worcester	508-854-3320
	Worcester	508-797-6100
	Milford	508-634-1877
	Southbridge	508-765-5940
	Framingham	508-875-5801
	Waltham	1-800-464-9555 ext.1161
	Pittsfield	1-800-464-9555 ext.1161

<b>FACILITY</b>	<b>LOCATION</b>	<b>NUMBER</b>
<b>North Charles Institute for Addictions</b>	Somerville	617-661-5700
<b>Lahey Health Behavioral Services</b>	Danvers	800-323-2224
	Gloucester	978-283-0296
<b>Harvard Vanguard</b>	Beverly	978-232-7032
<b>SSTAR - Lifeline Methadone Services</b>	Fall River	508-675-0131
<b>Habit OPCO Mobile Program</b>	Taunton	508-880-1598
<b>Community Substance Abuse Centers</b>	New Bedford	508-979-1122
<b>Seven Hills Behavioral Health</b>	New Bedford	508-999-3126
<b>Miravista Opioid Treatment Program</b>		
	Holyoke	413-701-2600
<b>Highpoint</b>	Brockton	508-404-6190
<b>SECAP – St Elizabeth’s Comp Addiction Program</b>	Brighton	617-789-2574a



## Gambling Addiction

### MA Department of Public Health's Office of Problem Gambling Services

Provides a host of resources including getting help for gambling, a self-assessment tool, and community engagement reports.

<https://www.mass.gov/orgs/office-of-problem-gambling-services>

### Resources to Protect Yourself or Loved Ones from Problem Gambling



**Health Resources in Action®**  
*Advancing Public Health and Medical Research*

<https://m-tac.org>

<https://gamblinghelpline.org>



**The Massachusetts Council**  
**ON GAMING AND HEALTH**  
*We Understand the Problem. We Can Help.*

### Get Help

Do you or a loved one struggle with problematic gambling?  
Helpline Specialists are available 24/7 – Call 1- 800-426-1234.

**Are you wondering if you should attend a support meeting for what might be a problem with gambling?**

Find a meeting near you. There is NO COST to participate or attend a meeting. You do not have to call ahead to attend and are welcome any time.

**Gamblers Anonymous (GA)** and **Bettors Anonymous (BA)** are self-help meetings based on the same 12-step concept as Alcoholics Anonymous (AA) and Narcotics Anonymous (NA). Gamblers Anonymous also offers a weekly phone meeting for those who are unable to attend or prefer not to meet in person. The phone meeting is held every Wednesday night from 9:00 PM– 10:30 PM EST, just call 712-770-4160 and use access code 611704# to access the meeting.

**Smart Recovery** offers face-to-face meetings, online meetings, and online self-help chat.

**Gam-Anon** is a support group specifically for families and loved ones of people experiencing problems with gambling.

**In The Rooms** is the world’s largest online social network for the global recovery community. It’s for people already in recovery, those seeking immediate help from any addiction, and for the families, friends, and allies of those people.

**GamTalk** is a supportive community helping people with gambling issues share their experience and ideas. Joining is free, completely anonymous and lets you take part in community discussions, scheduled chat sessions and more.

## Youth, Transition Age Youth, and Young Adult Services

These services promote wellbeing by building on strengths and by preventing and treating substance use disorder, HIV infection, and other risk-taking behaviors. Services target individuals ages 12 to 25 who are at increased risk for alcohol and/or other drug related use.

Some services may be provided in schools, courts, community agencies, and housing projects and/or on the street, and may offer education/skill building, alternatives to substance use, youth development, problem identification, and referrals. Service types include: Outpatient Counseling, Residential and Justice Involved Collaboratives.

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**If you perceive symptoms of what could be alcohol or drug use problems with a young person**

**Call the Massachusetts Substance Addiction  
Information and Education Helpline  
1-800-327-5050**

The Massachusetts Helpline will work with families and other key stakeholders to devise the most appropriate course of action for adolescents and young adults ages 12-25 in need of treatment for their use of substances.

Options include:

1. Placement in a stabilization program
2. Placement directly at residential programs without a prior stay at stabilization level of care
3. Referrals to statewide outpatient, community-based Adolescent Community Reinforcement Approach (A-CRA) services

YOUTH INTERVENTION PROGRAMS	LOCATION	PHONE NUMBER
<b>Bridge Over Troubled Waters</b>	Boston	617-423-9575
<b>ROCA Youth Development Center</b>	Chelsea	617-889-5210
<b>Eastern District - Juvenile Diversion Program</b>	Salem	978-745-6610

### OUTPATIENT COUNSELING FOR YOUTH (AGES 12-24)

The Massachusetts Department of Public Health, Bureau of Substance Addiction Services supports and licenses outpatient providers to offer individual, group, and family therapy for alcohol, marijuana, and other drugs. Some outpatient providers have specialized training and certification in offering substance use and behavioral treatment for youth and young adults such as the Adolescent Community Reinforcement Approach (A-CRA). A-CRA is a behavioral intervention for youth and young adults ages 12-24 that seeks to increase the family, social, and educational/vocational reinforcers of an adolescent/young adult to support recovery from substance misuse and dependence. There are A-CRA sites across the Commonwealth. For more information, contact:

**The Massachusetts Substance Use  
Helpline Toll-free: 1-800-327-5050  
HelplineMA.org/for-parents**

<b>Beth Israel Lahey Health Behavioral Services A-CRA</b>	Beverly	978-867-7137
<b>Justice Resource Institute- Counseling/ Outpatient Services for Youth</b>	Acton	978-264-3553
	Attleboro	508-222-7525
	Gloucester	978-283-7198
	Lawrence	978-682-7289
	Salem	978-744-7905
	Taunton	508-386-7657
<b>Family Continuity - A-CRA</b>	Peabody	978-927-9410
<b>BMC CATALYST Program</b>	Boston	617-414-6655
<b>MGH ARM Program- A-CRA</b>	Boston	617-643-4699
<b>North Suffolk Mental Health Association A-CRA Outpatient</b>	Chelsea, East Boston, Revere	617-934-7156
<b>Institute for Health &amp; Recovery- IHR - Outpatient Counseling (Individual, Group, Family)</b>	Cambridge, Boston	617-661-3991
<b>Fathers' Uplift: A-CRA</b>	Dorchester	617-708-0870

<b>Brien Center: A-CRA Outpatient</b>	Pittsfield	413-499-0412
<b>Center for Human Development: A-CRA</b>	Greenfield	1-844-243-4357
<b>River Valley Counseling Center: A-CRA</b>	Holyoke	413-540-1234
<b>Heywood Hospital: A-CRA</b>	Petersham	978-895-2939
<b>High Point Treatment Center- Plymouth: A-CRA Outpatient</b>	Plymouth	774-213-8400 #1
<b>Advocates: A-CRA Outpatient</b>	Framingham	508-661-2038
<b>Genesis Counseling- Counseling/ Outpatient Services for Youth</b>	Framingham	508-620-2992
<b>High Point Treatment Center: A-CRA</b>	Brockton	774-213-8400 #1
	New Bedford	774-213-8400 #1
	Plymouth	774-213-8400 #1
	Taunton	774-213-8400 #1
<b>Child and Family Services: A-CRA</b>	New Bedford	(508) 742-1611
<b>Advocates: A-CRA Outpatient</b>	Marlborough	508-661-2038
<b>Family Continuity: A-CRA</b>	Northbridge	508-234-4181
<b>Youth Opportunities Upheld Inc. (Y.O.U): A-CRA</b>	Worcester, Southbridge	508-849-5600
<b>Family Continuity: A-CRA Outpatient</b>	Worcester, Whitinsville	508-234-4181 x 5093

### **MASSACHUSETTS RECOVERY HIGH SCHOOLS**

Recovery High Schools provide young people in recovery from alcohol and drug use with a supportive environment to help them maintain their recovery and complete their education. The schools utilize a maximum student to teacher ratio of 7-1 as well as an extended class day and school year.

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

<b>William J. Ostiguy Recovery High School</b>	Boston	617-348-6070
<b>North Shore Recovery High School</b>	Beverly	978-722-3305
<b>Independence Academy</b>	Brockton	781-878-6056
<b>Liberty Preparatory Academy</b>	Springfield	413-787-6998
<b>Rockdale Recovery High School</b>	Worcester	508-854-4939

**Withdrawal Maintenance Services “Detox / Acute Treatment for Youth”**

<b>Motivating Youth Recovery – MYR Unit</b>	Worcester	508-860-1244 <a href="http://www.communityhealthlink.org">www.communityhealthlink.org</a>
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**YOUTH STABILIZATION, CLINICAL STABILIZATION/STEP DOWN SERVICES(CSS)**

<b>Motivating Youth Recovery- MYR Unit</b>	Worcester	508-860-1244
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**YOUTH RESIDENTIAL PROGRAMS**

<b>Goodwin House for Adolescent Males (ages 13-17)</b>	Chicopee	413-316-1642
<b>Ridgewood GRIT (co-occurring) (males 16-20)</b>	Springfield	1-844-642-9355
<b>Megan’s House for Young Women (18-26)</b>	Lowell	978-455-6812
<b>Pegasus House for Young Women (18-26)</b>	Lawrence	978-687-4257
<b>Cornerstone Recovery for Young Women (18-26)</b>	Ware	413-758-4050 Ext 680
<b>Spectrum Young Adult Program for Young Men (18-26)</b>	Westborough	508-898-1570 Ext 2100
<b>McLean East House- Residential Services for Youth</b>	Belmont	617-855-2852

## Other Adolescent Resources

**\*The Center for Adolescent Substance Abuse Research (CeASAR) at Children's Hospital** was created as a national research center committed to reducing substance abuse and related disorders in children and adolescents. CeASAR strives to be the leading source of new discoveries in prevention, diagnosis, and treatment of substance related disorders in children and adolescents.

**Adolescent Substance Abuse Program (ASAP)**

**Intake and Scheduling:** 617-355-2727

**General CeASAR information:** 617-355-5433

**Address:** Children's Hospital, 300 Longwood Avenue,  
Boston, MA 02115

**Email:** CeASAR@childrens.harvard.edu

**\*Addiction Recovery Management Service (ARMS) at Mass General Hospital**

ARMS provides rapid access to information and support combined with outreach and care management for youth ages 14 - 26 and their families suffering from substance-related problems.

**ARMS information and Scheduling:** 617-643-4699

**Address:** 151 Merrimac St. 6th Floor, Boston, MA 02111

**Email:** ARMSMGH@partners.org

# Helping Children Affected by Another Person’s Alcohol or Other Drug Use

## COASA: CHILDREN OF ALCOHOLISM AND SUBSTANCE ABUSE

COASA supports children of alcoholism and substance abuse by serving as an advocate for them in community forums and by developing appropriate supportive educational groups for children of alcoholics and other substance abusers in Boston. COASA facilitates school and community-based prevention/intervention services, adapting them for the particular needs of the children we serve.

The program provides the children with a framework for understanding what they are experiencing and teaches them to break the “don’t talk, don’t trust, don’t feel” rules they live within at home. The children learn about the “7 C’s” (They didn’t CAUSE it, can’t CURE it, can’t CONTROL it, can take CARE of themselves, can COMMUNICATE their feelings, can make healthy CHOICES, and can CELEBRATE being themselves). The purpose of the program is to provide ongoing validation, support in developing positive social skills and improvement of individual self-esteem. COASA works within the Boston neighborhoods with the drug coalitions now in place and with the Massachusetts Organization for Addiction Recovery (MOAR). The program offers resources to the children, whether the parents are in treatment or not.

**COASA (A project of Robert F. Kennedy Children’s Action Corps)**

**Maureen McGlame, Director**

617.272.5039 | [mmcglame@rfkchildren.org](mailto:mmcglame@rfkchildren.org)



## STAGES PARENTS GO THROUGH

*By Diane Kurtz and Tanyss Martula*

*Parents Support Group of Western Massachusetts*

1. **Search** for the reason for the changes in our child.
2. **Question** possibility of substance abuse.
3. **Question child:** accept their answer that they are not using.
4. Our own **denial** of any substance abuse.
5. **Frustration**
6. **Reality** that substance abuse is the problem.
7. **Fear** to search for the **reasons** why this happened.
8. **Guilt** for not realizing earlier.
9. **Feeling** like a failure as a parent.
10. **Shame** of our family situation with outsiders.
11. **Grief** for the loss of the dreams we had for our child.
12. **Acceptance** of substance abuse as reasons for changes.
13. **Action** find a way to cope.
14. **Learn** how to let go to save our own sanity. Learn some skills to let them feel their own consequences as a result of their own choices and realize it is not our responsibility to always find their answers.
15. **Learn** to distinguish the difference between the behavior of the child with the disease and the child himself.
16. Be **aware** we do not have to accept unacceptable behavior.
17. **Understand** that our children will take their own action. (We can provide some information and guidelines, stick to them and then let our children make their own choice on which avenue to take.) It may be that the course taken would not be of our choosing but necessary to allow them to see where this road is leading them.

*Above All We Must Learn How to Take Care of Ourselves and Make A Life for Ourselves Regardless of The Pain We Feel Our Children Are In. Pain Is Growth... In Our Growing Up Process, We've All Experienced It One Time or Another and Learned from It.*

## *The Following Text Is Based on the Facilitator's Family Personal Experiences*

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### **Search**

We tried to search for a reason that would explain our child's behavior. In the beginning we thought this was just normal adolescent behavior.

Is he unhappy? Does he have enough friends? Is school going well? Are the teachers treating him as unfairly as he says they are?

A lot of children skip a class or a school day, or marks fall as school becomes harder. A lot of children isolate and do not want to be involved in family functions, or they become secretive.

But there were the times that our child would call at a late hour and ask to sleep at a friend's. This was a clue. Most children would ask in advance to sleep out. If refused permission to do so, they would accept a "no" for an answer. Our child never accepted that answer. After a while, if permission wasn't granted, he would just start swearing, hang up and not return home until late the next day. All the above was a direct result of our child's drug and alcohol use.

### **Question**

We had a lot of questions: Was this normal adolescent behavior? Was this how other children acted or was this different? Could this be a psychological problem? Could medication help?

We were totally confused. We went to the pediatrician for help, and he felt that what we were experiencing was normal adolescent behavior, but my gut kept telling me to look further. Finally, the possibility of drugs came into play, and it scared us to death, but we had to really look at this. After all what did we know about substance abuse? Time to find out as much as we could. After all, this was our son's life we were talking about. If it is substance abuse, now what?

### **Asked the question**

We asked our son if he was using any substances. Oh good – he said no! He could not believe we would even ask such a question. He said we had told him how dangerous this was and he was listening. We are so thankful that the answer was no. What had we been thinking?

## **Denial**

Because of the answers we received, we did not, want to believe it was substance abuse. We thought he was perhaps just having a hard time coping with being a teenager. This kind of attitude kept us in the dark for longer and allowed our son to become sicker and sicker. He was good at making sure we stayed in denial as long as possible. After all, if we caught on, his life would change... and so would ours.

## **Frustration**

We continued to battle with ourselves about what was really going on. It became one of the most frustrating times in our marriage. When my husband was ready to look at things for what they really were, I was not. If I was seeing things clearly, he was not. We played this seesaw game for a while. It was one of the hardest times for the two of us.

## **Reality**

It became clear that substance abuse was what had changed our son. We could see visible changes: in friends, clothing, eating habits, sleeping habits, secrecy. Our child had become someone else. We started finding what appeared to be cigarette particles in his clothing pockets and papers to roll cigarettes. He could not or would not hide these things anymore.

## **Fear**

We're so scared. What are we to do? What if our son won't accept help? Where do we go for help? What if he dies? We've got to do something – but what?

## **Search for a reason**

Maybe we were bad parents? Maybe we did not love our son enough? Maybe we made him feel bad and that was why? All these questions and we had no answers. We were good parents; we did love him enough. We never gave him a reason to do drugs to cope with life.

As it turned out we learned that this is a disease and that our son did not choose to have it but did. We, as his parents, did not bring this on. There basically was no other reason our son had a disease called addiction.

## **Guilt**

We feel so guilty that we did not see earlier this for what it was. We should have been able to tell. Could he have gotten sicker because of us and our not dealing with this? We feel so bad. No matter how bad you feel, no amount of guilt is going to change what has happened. Parents love their children. Some children make bad choices; sometimes even when they have been instructed otherwise. We did not put the first substance in our son's body, he did. We should not feel guilty for where we are now.

## **Feelings**

One of the strongest feelings we had to cope with was the belief that we had failed as parents. We started looking at ourselves in comparison to others. What we needed to understand was that other people whose children did not suffer from the disease of addiction were not experiencing what we were. We weren't failures, we were just uneducated in this area of lives.

Feeling like failures just prolonged our ability to do something. What we needed to do was learn as much as possible about this disease so we could do something.

## **Shame**

Shame was one of the things that kept us from talking about what was going on in our home. We found ourselves acting as if everything was okay. It was a big burden to continue to try and hide what the disease of addiction had done to our marriage and our family.

It wasn't until our shame became overwhelming that we finally talked to someone about what was really going on. Then, we were able to find help. We finally got the courage to go to group therapy, family counseling and take back control of our home.

## **Grief**

We finally came to an understanding that we were grieving for what could have been. We could see that our child was not going to walk the same road as other children. As it was, he never went to a prom, never graduated from high school or went to college the way our friends' children did. We needed to allow ourselves to grieve then let go our expectation of what we thought would happen normally.

## **Acceptance**

As difficult as it was to accept that substance abuse was the problem, we had no choice but to do so. Acceptance was required in order for us to take next steps. Acceptance also helped us to stop searching for a reasonable explanation for the behavior change. Now we understood.

## **Action**

Now that we understood what was happening with our child, we needed to find a way to cope. We looked for support systems that could help us change our outlook and actions concerning our son.

## **Learn**

We learned, with the help of a self-help group, how to let our son feel the consequences of his choices. This is one of the hardest steps to take. As parents, we were used to stepping in and protecting, that we found it against our natural parenting skills to let our child suffer the outcome. We finally recognized that this was the only way for our child to change his behavior.

## **Learn to Distinguish the Difference**

We had to learn to distinguish the difference between the son we raised and the person with the addiction. We needed to allow ourselves to still love our son but not accept the person he became when using. The person we raised was still underneath all the behaviors the disease created.

## **Aware**

We needed to have an awareness that would help us to not accept unacceptable behavior. Accepting unacceptable behavior had allowed our child to think we did not need respect and accountability.

## **Understanding**

Ultimately, it was necessary for us to understand that the choices our child might make will not always be what we want. The choices can become a learning experience in the recovery process. When we interrupt the choices, we take away the opportunity from our child to learn valuable lessons.

## SAMHSA's Working Definition of Recovery for Addiction and Mental Health

The Substance Abuse and Mental Health Services (SAMHSA) recognizes there are many different pathways to recovery and each individual determines his or her own way. SAMHSA engaged in a dialogue with consumers, persons in recovery, family members, advocates, policymakers, administrators, providers, and others to develop the following definition and guiding principles for recovery. The urgency of health reform compels SAMHSA to define recovery and to promote the availability, quality, and financing of vital services and supports that facilitate recovery for individuals. In addition, the integration mandate in title II of the Americans with Disabilities Act and the Supreme Court's decision in *Olmstead v. L.C.*, 527 U.S. 581 (1999) provide legal requirements that are consistent with SAMHSA's mission to promote a high-quality and satisfying life in the community for all Americans.

### **Recovery from Mental Disorders and Substance Use Disorders:**

A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. Through the Recovery Support Strategic Initiative, SAMHSA has delineated four major dimensions that support a life in recovery:

- **Health:** Overcoming or managing one's disease(s) as well as living in a physically and emotionally healthy way
- **Home:** A stable and safe place to live
- **Purpose:** Meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income, and resources to participate in society
- **Community:** Relationships and social networks that provide support, friendship, love, and hope.

## **GUIDING PRINCIPLES OF RECOVERY**

***Recovery emerges from hope:*** The belief that recovery is real provides the essential and motivating message of a better future – that people can and do overcome the internal and external challenges, barriers, and obstacles that confront them. Hope is internalized and can be fostered by peers, families, providers, allies, and others. Hope is the catalyst of the recovery process.

***Recovery is person-driven:*** Self-determination and self-direction are the foundations for recovery as individuals define their own life goals and design their unique path(s) towards those goals. Individuals optimize their autonomy and independence to the greatest extent possible by leading, controlling, and exercising choice over the services and supports that assist their recovery and resilience. In so doing, they are empowered and provided the resources to make informed decisions, initiate recovery, build on their strengths, and gain or regain control over their lives.

***Recovery occurs via many pathways:*** Individuals are unique with distinct needs, strengths, preferences, goals, culture, and backgrounds including trauma experiences that affect and determine their pathway(s) to recovery.

Recovery is built on the multiple capacities, strengths, talents, coping abilities, resources, and inherent value of each individual. Recovery pathways are highly personalized. They may include professional clinical treatment; use of medications; support from families and in schools; faith-based approaches; peer support; and other approaches.

Recovery is non-linear, characterized by continual growth and improved functioning that may involve setbacks. Because setbacks are a natural, though not inevitable, part of the recovery process, it is essential to foster resilience for all individuals and families. Abstinence is the safest approach for those with substance use disorders. Use of tobacco and non-prescribed or illicit drugs is not safe for anyone. In some cases, recovery pathways can be enabled by creating a supportive environment. This is especially true for children, who may not have the legal or developmental capacity to set their own course.

***Recovery is holistic:*** Recovery encompasses an individual’s whole life, including mind, body, spirit, and community. This includes self-care practices, family, housing, employment, education, clinical treatment for mental disorders and substance use disorders, services and supports, primary healthcare, dental care, complementary and alternative services, faith, spirituality, creativity, social networks, transportation, and community participation. The array of services and supports available should be integrated and coordinated.

***Recovery is supported by peers and allies:*** Mutual support and mutual aid groups, including the sharing of experiential knowledge and skills, as well as social learning, play an invaluable role in recovery. Peers encourage and engage other peers and provide each other with a vital sense of belonging, supportive relationships, valued roles, and community. Through helping others and giving back to the community, one helps oneself. Peer-operated supports and services provide important resources to assist people along their journeys of recovery and wellness.

Professionals can also play an important role in the recovery process by providing clinical treatment and other services that support individuals in their chosen recovery paths. While peers and allies play an important role for many in recovery, their role for children and youth may be slightly different. Peer supports for families are very important for children with behavioral health.

***Recovery is supported through relationship and social networks:*** An important factor in the recovery process is the presence and involvement of people who believe in the person’s ability to recover; who offer hope, support, and encouragement; and who also suggest strategies and resources for change. Family members, peers, providers, faith groups, community members, and other allies form vital support networks.

Through these relationships, people leave unhealthy and/or unfulfilling life roles behind and engage in new roles (e.g., partner, caregiver, friend, student, employee) that lead to a greater sense of belonging, personhood, empowerment, autonomy, social inclusion, and community participation.



***Recovery is culturally based and influenced:*** Culture and cultural background in all of its diverse representations including values, traditions, and beliefs are keys in determining a person’s journey and unique pathway to recovery. Services should be culturally grounded, attuned, sensitive, congruent, and competent, as well as personalized to meet each individual’s unique needs.

***Recovery is supported by addressing trauma:*** The experience of trauma (such as physical or sexual abuse, domestic violence, war, disaster, and others) is often a precursor to or associated with alcohol and drug use, mental health problems, and related issues. Services and supports should be trauma- informed to foster safety (physical and emotional) and trust, as well as promote choice, empowerment, and collaboration.

***Recovery involves individual, family, and community strengths and responsibility:*** Individuals, families, and communities have strengths and resources that serve as a foundation for recovery. In addition, individuals have a personal responsibility for their own self-care and journeys of recovery. Individuals should be supported in speaking for themselves. Families and significant others have responsibilities to support their loved ones, especially for children and youth in recovery. Communities have responsibilities to provide opportunities and resources to address discrimination and to foster social inclusion and recovery. Individuals in recovery also have a social responsibility and should have the ability to join with peers to speak collectively about their strengths, needs, wants, desires, and aspirations.

***Recovery is based on respect:*** Community, systems, and societal acceptance and appreciation for people affected by mental health and substance use problems – including protecting their rights and eliminating discrimination – are crucial in achieving recovery. There is a need to acknowledge that taking steps towards recovery may require great courage. Self-acceptance, developing a positive and meaningful sense of identity, and regaining belief in oneself are particularly important.

SAMHSA has developed this working definition of recovery to help policy makers, providers, funders, peers/consumers, and others design, measure, and reimburse for integrated and holistic services and supports to more effectively meet the individualized needs of those served. Many advances have been made to promote recovery concepts and practices. There are a variety of effective models and practices that States, communities, providers, and others can use to promote recovery. However, much work remains to ensure that recovery- oriented behavioral health services and systems are adopted and implemented in every state and community. Drawing on research, practice, and personal experience of recovering individuals, within the context of health reform, SAMHSA will lead efforts to advance the understanding of recovery and ensure that vital recovery support and services are available and accessible to all who need and want them.



# FACES & VOICES OF RECOVERY

ADVOCATE. ACT. ADVANCE.

Faces & Voices of Recovery is dedicated to organizing and mobilizing the over 23 million Americans in recovery from addiction to alcohol and other drugs, our families, friends and allies into recovery community organizations and networks, to promote the right and resources to recover through advocacy, education and demonstrating the power and proof of long-term recovery.

## WHAT WE DO

- **Mobilize and organize** to raise the profile of the organized recovery community and help more people find recovery by demonstrating that over 23 million Americans from all walks of life have found recovery and promote widespread understanding that long-term recovery is a reality and a process that takes time and support.
- **Build the capacity of recovery community organizations** to thrive and participate in local, state and national policy arenas, deliver peer recovery support services; and mobilize the local recovery community.
- **Address public policy** to reduce the discrimination that keeps people from seeking recovery or moving on to better lives once they achieve it and support recovery-oriented policies and programs.

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

## Voter Registration Information

If you are a US citizen, a resident of Massachusetts, and 18 years old on or before election day, you can register to vote. Just fill out a voter registration form online, in person, or mail it to your town or city hall.

If you need help, you can call 1-800-841-2900 (TTY: 1-800-497-4648 for the deaf, hard of hearing, and speech disabled).

## Information for New Voters

### 1. When are elections held?

#### *State and Federal Elections – Even Years:*

Massachusetts and U. S. elections are held in the even years 2012, 2014, 2016, etc. The Primary election is in September. The General election is the first Tuesday in November.

#### *City Elections – Odd Years:*

Non-Partisan City elections are held in the odd years 2013, 2015, 2017, etc. The preliminary election is in September to narrow the field to two candidates per seat. The Final Runoff Election is the first Tuesday in November.

*Town Elections Vary – Contact your town to find out when the next election is.*

### 2. Whom can I vote for?

#### *City Elections:*

- City Council/Alderman
  - School Committee
  - Mayor
- \*Offices and length of term vary

#### *State Elections:*

- Statewide offices: Governor, Lieutenant Governor, Attorney General, State Treasurer, Secretary of State and State Auditor (4- year terms)
- State Legislature: 40 State Senators and 160 State Representatives (2-year terms)
- Governor’s Council: 8 Members (2-year terms)
- County Offices: District Attorney, Sheriff, Clerks of Court, County Commissioners, Registrar of Deeds, Registrar of Probate (terms vary)
- Ballot Questions: Initiatives, Referenda, Constitutional Amendments, Local Advisory Public Policy Questions by House or Senate districts.

### ***Federal Elections:***

- President/Vice-President (4- year term)
- U.S. Senate (6-year term)
- U.S. House of Representatives (2-year term)

### **3. Where do I vote in person?**

Where you vote depends on where you live. Your street address is part of a ward and precinct. You will vote at the polling location designated for your ward and precinct.

### **4. What if I am out of town on Election Day?**

You may vote by an absentee ballot if you (1) will be out of your city or town on Election Day, (2) are physically unable to go the polls, or (3) cannot vote at the polls due to religious beliefs.

Print an absentee ballot request form: [click here](#). Remember to sign the form and get it in the mail well ahead of the election. If you wish to vote using a mail in absentee form, contact your local election office. There are possible new mail in options.

### **5. What if I move before the election? Do I have to register again?**

Yes. Register at your new address by filling out a registration card and mailing it to your local Election Department. If you haven't changed your address, you may be able to vote at your old address. Call your local election department.

You can find your sample ballot for state elections by typing in your address at

[www.wheredoivotema.com](http://www.wheredoivotema.com)

For city or town ballots contact your local election office. For Up-to-Date Information: <https://bit.ly/3ky04Gn>

**A**ddiction

**R**ecovery

**E**ducation

**A**ccess

**S**ervices



## About AREAS

- FREE recovery-based curriculum in a group discussion format.
- Peer-to-peer facilitated.
- Topics chosen by group participants.
- Help solving practical problems.
- Strengthen recovery coping and relapse prevention skills.
- Information, resources and decision-making support.
- Leadership development.
- Opportunities for involvement with MOAR in a personal way.

## Are You Interested In?

- Employment and Career Path Preparation.
- Telling your story of recovery with Power!
- Recovery and Groups – Views and Choices.
- Values Building.
- Relapse Prevention.
- Housing in Recovery

*“Before we can educate the public about the value of recovery, we need to heal from our experienced stigma. We don’t know how to get legal, medical, treatment, healthcare services, and we fear asking for help,” came the message from*  
**MOAR** *participants”*

Thus, **MOAR** developed supportive curriculum and resource guides. This is dialogue that allows openness and builds an action plan for recovery.

## **How does AREAS work?**

Currently, **MOAR** has weekly, one-hour, peer facilitated sessions from a curriculum. Groups are held in Brockton, New Bedford, and Northampton.

## **Interested?**

Call **MOAR** at 617-423-6627

## Access to Recovery (ATR)

### Focus on Recovery Support from Alcohol and Other Drug Use

**Massachusetts Access to Recovery (ATR)** is a 6-month program designed for individuals who have a substance use disorder (SUD), and who are seeking support with their recovery. ATR enables participants to create a recovery plan unique to their own needs and choose from a wide range of recovery support services. Both professionals and peers provide services through a variety of community organizations. It is funded by MA DPH/BSAS and federal grants.

ATR is not a self-referral program. If you're not already connected to a treatment and recovery community provider who can make a referral, you can use the MA Substance Use Helpline 1-800-327-5050 to find a provider in your local community.

If you need help and not yet connected to recovery supports, please contact the MA Substance Use Helpline toll free 1-800-327-5050 to get connected to a treatment or recovery service providers in your area.



## ELIGIBILITY CRITERIA

### Participants must meet all criteria listed below in order to be enrolled in the Access to Recovery Program

1. Participant must have a history of drug and/or alcohol abuse and be motivated to work on recovery
2. Participant must be in the early stages of recovery (two years or less)
3. Participant must be connected with a provider in the recovery community (only authorized referral portals can make referrals.)
4. Participant must be 18 years or older
5. Participant must reside in Boston, Springfield/Holyoke, Worcester, or New Bedford, and plan to be there for at least six months
6. In addition, participant must meet one of the following criteria:
  - Been incarcerated in Massachusetts within the last two years, OR
  - Be involved with a recovery (formerly drug) court in Massachusetts, OR
  - Served in the U.S. Military, OR
  - Be a pregnant, post-partum or parenting woman with children under 18 living in the home

## HOW IS ATR DIFFERENT?

ATR gives you choices about the best way to get the support and services you need and want. You can choose services, activities and people that can best help you. ATR can help you meet with many types of community and faith-based recovery support services. ATR offers many recovery support services. These services may include:

- ID Cards
- Child Care
- Basic Needs Fund
- Help with employment
- Recovery Coaching
- Transportation
- Bill Paying
- Co-pays
- Housing/ Sober Home Services
- Support and skill building

### **MOAR** offers Recovery Coaching via ATR!

A Recovery Coach promotes recovery by serving as an individual's guide and mentor. This coach empowers the individual in their personal journey towards recovery, offering hope, while providing advocacy, guidance, motivation and knowledge.

## HOW DOES IT WORK?

1. You will meet with an ATR Coordinator who will review a recovery plan with you. A recovery plan is a road map that will list your goals and what services you want.
2. You will choose where to get the services you want.
3. The ATR Coordinator will ask you some questions when you sign up for ATR and then 5–6 months later.

### CURRENT ATR LOCATIONS

Region	Host	Address	Fax	Coordinators
<b>Downtown Boston</b>	IHR	105 Chauncy St, Suite 602, Boston	617-482-0705	Mikaela Hartman (617-849-6994); Patricia Exilus (617-645-7668)
<b>South Boston</b>	Gavin Foundation	70 Devine Way, Boston	857-496-0177	Doug MacConnell (857-496-7343); Stephen Steele (857-496-7339); Chris Miller (857-496-7344)
<b>Springfield/Holyoke</b>	IHR	155 Maple St, Suite 304, Springfield	413- 301-6173	Lizabeth Martinez (413-237-0049); Jackie Segarra (617-945-6403)
<b>New Bedford</b>	Gavin Foundation	13 North 6th St, New Bedford	774-328-9075	Jenny Baker (508-742-6640)
<b>Worcester</b>	Gavin Foundation	101 Pleasant St, Suite 101 Worcester	508- 459-9112	Meghan McDonough (508-762-9223)
<b>Lowell</b>	IHR	97 Central St, Unit 207, Lowell		Alison Njoroge (781-801-8284); Ashley Richards (781-801-8135)

**Call the Toll-Free  
Provider Hotline at  
1-855-491-4567**



# Masshealth and Medicare Health Insurance

Find out more about your options for insurance coverage in Massachusetts. MassHealth and/or Medicare may be an option.

MassHealth and Medicare provide free or low-cost health insurance coverage to eligible individuals and families. The guide below provides information on the public insurance programs that are available in Massachusetts, how to determine if you are eligible, and how to apply for coverage.

If you would like to speak with someone who can help you assess your options and walk you through the process, these organizations are ready to help!



## Health Care For All

The Health Care For All Helpline offers free multi-lingual statewide assistance with enrolling in health insurance coverage. Call (800) 272-4232 or visit their website to learn more.

Website:  
[hcfama.org](http://hcfama.org)



## Navigators and Certified Application Counselors

Navigators and Certified Application Counselors (CACs) are trained individuals that can help you apply for coverage, shop for plans, answer your questions about your eligibility, an enrollment assister is free.

Website:  
[MAhealthconnector.org](http://MAhealthconnector.org)



**Serving the Health Insurance Needs of Everyone (SHINE)**

SHINE offers free health insurance information and counseling to all MA residents with Medicare or who are about to become eligible for Medicare. To schedule an appointment, call MassOptions at 1-800-243-4636, or TTY/ASCLL (800) 439-2370.

**Website:**

[mass.gov/health-insurance-counseling](https://mass.gov/health-insurance-counseling)



MassHealth offers free or low-cost coverage to eligible residents for doctor visits, prescription drugs, hospital stays, and many other important services. Eligibility for MassHealth is based on multiple factors including age, household income, and disability status.

**Website:**

[masshealthchoices.com](https://masshealthchoices.com)

**HOW DO I APPLY FOR MASSHEALTH?**

To find out if you qualify for MassHealth, you should fill out the application linked below that matches your age group.

***For individuals under age 65:***

- **Apply:** <https://bit.ly/3y5N1kH>
- **Find help applying**  
<https://bit.ly/3dpa0j2>
- **Renew:** <https://bit.ly/3y1y576>

***For individuals ages 65 and over and/or in need of long-term care:***

- **Apply:** <https://bit.ly/3duw9MC>
- **Eligibility guide**  
<https://bit.ly/3AbMy>
- **Renew:** <https://bit.ly/3h6VzCu>

## Enroll

Once you complete an application and are approved as a MassHealth member, the next step will depend on your age and the type of MassHealth plan you have.

***If you are under 65***, MassHealth is your primary coverage (you do not have another type of health insurance), and you are in MassHealth Standard, CommonHealth, CarePlus, or Family Assistance, you will need to select the insurance plan in which you would like to enroll. On the MassHealth website, you can [compare plans: https://bit.ly/2UMiVo1](https://bit.ly/2UMiVo1) and [enroll: https://bit.ly/360Eaoz](https://bit.ly/360Eaoz) in the one that best matches your needs. If you do not select your own plan, MassHealth will choose one for you. However, you know your health needs best, so it's better if you choose! If you have questions or need help choosing a plan, you can call the MassHealth Customer Service Center at 1-800-841-2900 (TTY: 1-800-497-4648).

***If you are an adult with a disability between the ages of 21 and 64*** and have both Medicare and MassHealth Standard or MassHealth CommonHealth, you may be eligible for One Care: <https://bit.ly/365Jwi8>. One Care is a way to get your MassHealth and Medicare benefits together and offers services that you can't get when your MassHealth and Medicare benefits are separate. With [One Care: https://bit.ly/3js6jNm](https://bit.ly/3js6jNm), you have one plan, one card, and one person to coordinate your care. Once you have both Medicare Part A and B and are a MassHealth member, you can [enroll in One Care: https://bit.ly/2U8ZB44](https://bit.ly/2U8ZB44).

***If you are an older adult***, you may be eligible for Senior Care Options (SCO) and Program of All-Inclusive Care for the Elderly (PACE).

[Senior Care Options \(SCO\): https://bit.ly/3y5uk0z](https://bit.ly/3y5uk0z) is a comprehensive health plan that offers coordinated health care services and social support services. Enrollment is open to MassHealth Standard members who are 65 or older and meet specific [eligibility requirements: https://bit.ly/3x0Nogp](https://bit.ly/3x0Nogp). To enroll in SCO, you must select a Senior Care Organization for your health plan. Please contact the [individual Senior Care Organizations: https://bit.ly/35YHib1](https://bit.ly/35YHib1) or MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648) to learn more.

[The Program of All-Inclusive Care for the Elderly \(PACE\): https://www.mass.gov/program-of-all-inclusive-care-for-the-elderly-pace](https://www.mass.gov/program-of-all-inclusive-care-for-the-elderly-pace) is administered by MassHealth and Medicare to provide a wide range of medical, social, recreational, and wellness services. The goal of PACE is to allow participants to live safely in their homes instead of in nursing homes. To [enroll in PACE: https://bit.ly/35Ym7zr](https://bit.ly/35Ym7zr), you must contact the PACE organization that serves the area where you live.

## Accessing Behavioral Health Care

Once you are MassHealth member and have selected your plan, you will be able to use your plan to access behavioral health services.

***If you are a member under age 65 with MassHealth as your primary coverage,*** behavioral health services are provided by the Massachusetts Behavioral Health Partnership (MBHP). You can find a behavioral health provider through [MBHP Behavioral Health Provider locator.: https://bit.ly/2UdeqT4](https://bit.ly/2UdeqT4)

***If you are a member enrolled in an MCO or Accountable Care Partnership Plan,*** the behavioral health care providers you have access to will depend on your plan. It is best to contact your plan directly for information on which behavioral health providers participate in your network. You can visit the MassHealth website and enter your zip code to find [contact information of the health plans near you: https://bit.ly/3jtiIk6](https://bit.ly/3jtiIk6).

***If you are a member enrolled in One Care or Senior Care Options (SCO),*** the behavioral health care provider network you have access to will depend on the plan you have selected. It is best to contact your plan directly for information on which behavioral health providers participate in your network. For contact information and tools to help you locate in-network providers, please click on the links below.

[One Care program: https://bit.ly/35YB1p5](https://bit.ly/35YB1p5)

[Senior Care Options \(SCO\): https://bit.ly/3qzusD2](https://bit.ly/3qzusD2)

***If you are a member enrolled in Program of All-Inclusive Care for the Elderly (PACE),*** you can be connected to behavioral health care through your [PACE organization: https://bit.ly/3jF8opl](https://bit.ly/3jF8opl)

# Massachusetts Health Connector

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The Health Connector offers health and dental coverage from the state’s leading insurers and provides tools for Massachusetts residents to determine which plans and cost savings you and your family may be eligible for.

## *Apply:*

Applications for health insurance through the Health Connector are open during a specific period during the year called the “open enrollment period.” Open enrollment: <https://bit.ly/3h0PRBT> is the time of year where people can buy a new insurance plan or change their current plan through the Health Connector or directly through their insurance carrier.

However, you can apply for coverage at any time of the year if:

- You qualify for MassHealth
- You now qualify for a ConnectorCare plan through the Health Connector after not having qualified in the past
- You are applying for dental coverage
- You are a member of a federally recognized tribe or Alaska Native shareholder
- You have a waiver from the Office of Patient Protection: <https://bit.ly/3qzN45I>

If you have a qualifying life event—such as a change in your household size (like getting married, divorced, or having a child) or a change in income—you may meet the criteria for a Special Enrollment Period (SEP). A Special Enrollment Period is a time outside of the open enrollment period where you and your family have a right to sign up for health coverage through the Health Connector.

Please visit the Special Enrollment Period page: <https://bit.ly/35Ymzh7> for more information about qualifying life events.

To apply or learn more about your options, visit the Getting Started Guide : <https://bit.ly/3x6Myig> or contact the Massachusetts Health Connector: <https://bit.ly/2SGuJrq> for assistance. You can also contact Enrollment Assistors for free support in understanding the coverage options available to you. Enrollment Assistors are trained and certified to help you from application through enrollment into new health insurance plans.

# Medicare

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Medicare is the federal health insurance program for people who are 65 or older. Certain people younger than age 65 can qualify for Medicare too, including those with disabilities and those who have End-Stage Renal Disease (permanent kidney failure requiring dialysis or kidney transplant).

The different parts of Medicare help cover specific services.

- **Medicare Part A (Hospital Insurance):** <https://bit.ly/3hnjkoN> covers inpatient hospital stays, care in a skilled nursing facility, nursing home care, hospice care, and some home health care. Most people do not pay a monthly fee (referred to as a monthly premium) for Part A if they or their spouse paid Medicare taxes for a certain amount of time while working. Visit the Medicare website for more information about **Part A costs:** <https://bit.ly/3h5mWwB>.
- **Medicare Part B (Medical Insurance)** <https://bit.ly/35Xn0Z0> covers certain doctors' services, outpatient care, medical supplies, and preventive services. Everyone pays a monthly premium for Part B which is based on income level. Visit the Medicare website for more information about **Part B costs:** <https://bit.ly/2UV9NOd>.
- Medicare Part D (prescription drug coverage) helps cover the cost of prescription drugs (including many recommended shots or vaccines). Medicare drug coverage is optional, and you must join an approved plan to receive it. Each plan can vary in cost and specific drugs covered. Please visit the Medicare website for more **information on getting Medicare prescription drug coverage:** <https://bit.ly/3wbQf1C>.

**Original Medicare** includes Part A (hospital insurance) and Part B (Medical Insurance). You can join a separate Medicare drug plan (Part D) if you need drug coverage. With Original Medicare, you can use any doctor or hospital that takes Medicare, anywhere in the U.S. Please visit the Medicare website for more information on **how Original Medicare works:** <https://bit.ly/2UHOq2u>.

**Medicare Advantage** (also known as Part C) is an alternative to Original Medicare that includes Part A, Part B, and usually Part D (prescription drug coverage). Most plans also offer extra benefits that Original Medicare doesn't cover. These plans may have lower out-of-pocket costs than Original Medicare. In many cases, you'll need to use doctors and other providers who are in your plan's network and service area for the lowest costs. Please visit the Medicare website to learn more about **how Medicare Advantage Plans work:** <https://bit.ly/2U9Je7l>.



## Applying and Enrolling

The process for getting started with Medicare depends on your unique situation, so the best first step is to visit the Medicare website to learn about your options: <https://bit.ly/3jrUtCE>. If you would prefer to speak with someone to help you navigate the process, you can schedule a free appointment with a health insurance counselor through the SHINE Program: <https://bit.ly/3w3VKm7> at 1-800-243-4636 (TTY/ASCII: (800) 439-2370).

## Private Insurance Carriers

Find out more about your options for insurance coverage in Massachusetts.

Most people who have health insurance in Massachusetts sign up for coverage through their employer. If you do not have access to health insurance coverage through an employer, you may be eligible for publicly funded insurance plans, like MassHealth or Medicare.

### Individual Coverage

One way to get individual coverage is to buy a health plan directly from an insurance company. You can call a health insurance company directly to enroll in a plan designed for individuals, families, or small groups. Many self-employed residents obtain health coverage this way. You can find a [list of the companies that offer these plans \(https://bit.ly/3w9ZQci\)](https://bit.ly/3w9ZQci) at the Division of Insurance website. You can also purchase insurance through the Massachusetts Health Connector.

### Massachusetts Health Connector



The Health Connector offers health and dental coverage from the state’s leading insurers and provides tools for Massachusetts residents to determine which plans and cost savings you and your family may be eligible for.

### Apply

Applications for health insurance through the Health Connector are open during a specific period during the year called the “open enrollment period.” [Open enrollment \(https://bit.ly/3w84Iii\)](https://bit.ly/3w84Iii) is the time of year where people can buy a new insurance plan or change their current plan through the Health Connector or directly through their insurance carrier.

However, you can apply for coverage at any time of the year if:

- You qualify for MassHealth
- You now qualify for a ConnectorCare plan through the Health Connector after not having qualified in the past
- You are applying for dental coverage
- You are a member of a federally recognized tribe or Alaska Native shareholder
- You have a [waiver from the Office of Patient Protection \(https://bit.ly/2ULIWDW\)](https://bit.ly/2ULIWDW)

If you have a qualifying life event—such as a change in your household size (like getting married, divorced, or having a child) or a change in income—you may meet the criteria for a Special Enrollment Period (SEP). A Special Enrollment Period is a time outside of the open enrollment period where you and your family have a right to sign up for health coverage through the Health Connector. Please visit the Special Enrollment Period page for more information about qualifying life events.

To apply or learn more about your options, [contact the Massachusetts Health Connector \(https://bit.ly/3qzs6UM\)](https://bit.ly/3qzs6UM) for assistance. You can also contact Enrollment Assisters for free support in understanding the coverage options available to you. Enrollment Assisters are trained and certified to help you from application through enrollment into new health insurance plans.

## **Accessing Mental Health and Substance Use Services**

To better understand the mental health and substance use benefits covered by your health plan, it's best to visit your health insurance carrier's website or contact the customer service number on your health insurance card. William James INTERFACE has a [guide for families and individuals seeking mental health services \(https://bit.ly/3qAD500\)](https://bit.ly/3qAD500) that can help you understand various aspects of mental health insurance coverage and offers ideas about how to get started, questions to ask an insurance company, and a glossary of insurance terms.

## Accessing Mental Health and Substance Use Services for Children and Adolescents

If you are unsure if your insurance plan covers the behavioral health services your child needs, the experts at the Autism Insurance Resource Center (AIRC) can help (even if your child doesn't have autism). Many Massachusetts private health insurance plans now cover certain behavioral health services for children and adolescents. This includes services such as intensive care coordination and in-home therapy. Knowledgeable experts at the AIRC can answer questions about insurance coverage, advise on how to access treatment, and advise on how to get help with payments. Call 774-455-4056 or visit [AIRC's website\(https://bit.ly/3hksemV\)](https://bit.ly/3hksemV) for free assistance.

**MOAR** thanks *Massachusetts Association for Mental Health* for health insurance information!

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# WHAT IS PARITY?

Parity is Equality. The Federal and Massachusetts Mental Health and Addiction Parity Laws make it illegal for health plans to discriminate against persons with addiction and/or mental illnesses. Health plans should be providing the same level of services for addiction and mental illness as done for other “physical” illnesses like heart disease, diabetes or arthritis.

## HOW DOES PARITY HELP?

Research shows addiction and many mental health disorders are diseases of the brain. Parity laws require insurance companies and health plans to recognize these health issues as biologically based, “physical” illnesses and to pay equally for diagnosis and treatment. Your health plan may be required to pay for the following services to treat addiction if they pay for similar services treating other health conditions.

- Acute treatment
- Partial hospitalization
- Day treatment
- In-home therapy
- Clinically managed detoxification services
- Intensive outpatient programs
- Crisis stabilization
- Rehabilitation

**Health plans can’t** have treatment limits for addiction and mental health disorders that are different than those for other health issues. Any limits on how often you can seek care, number of visits, or days of coverage must be the same as those for medical or surgical benefits.

**Health plans are not to** require higher or additional deductibles, higher co-payments, co-insurance or higher out-of-pocket expenses for addiction and mental health treatment than what they charge for other medical conditions.

## HOW DO I ENSURE MY RIGHTS ARE MET?

- Parity requires health plans to provide consumers with the reason for why you were denied coverage of services.
- Parity requires health plans to provide the criteria they used to decide if the treatment is medically necessary (for services like detox support) or to decide whether they will continue covering services you are already

receiving (for services like outpatient counseling and granting more visits to a counselor).

- If you or a family member is denied coverage, ask for written documentation of both the reasons why they aren't covering the service and the criteria they used to make a decision. The insurer must give it to you.

**Keep Records - Keep a log of all phone calls and written communication (letters and email).**

**Appeal the Denial - More than 50% of appeals are successful.**

**GOT DENIED ADDICTION TREATMENT BY YOUR INSURANCE?**

**Recovery is about Asking for Help - Get Help Now!**

**Massachusetts Attorney General's Office – 1-888-830-6277**

**Health Law Advocates** - is an organization that provides free legal services to persons of low-income who are denied access to health care. Health Law Advocates works with people who have MassHealth or private insurance. No matter what your income, if you are denied access to addiction treatment by your health plan:

**Call Health Law Advocates now at: 617-338-5241**

**Visit their website at: [www.healthlawadvocates.org](http://www.healthlawadvocates.org)**

**Office of Patient Protection (OPP), MA Health Policy Commission** — Consumers who are fully-insured by a MA-licensed insurer or HMO have the right to appeal a health plan's denial of services when the denial is based on medical necessity. If you have gone through all possible steps of a health plan's appeal process, you have a right to an independent external review through the Office of Patient Protection (OPP). Please note OPP cannot help with self-funded employer plans, MassHealth/Medicaid, Medicare, federal employee health plans or out-of-state insurance.

**Call the Office of Patient Protection at: 1-800 436 7757**

**Massachusetts consumers** and anyone receiving health coverage from a MA carrier, insurer or HMO are entitled to protections covering your rights to services

*Contact Bureau of Managed Care within the Division of Insurance 617-521-7372*

IF YOU NEED HELP UNDERSTANDING THE HEALTH CARE INSURANCE  
COVERAGE LAWS,  
HEALTH CARE FOR ALL CAN HELP!

**Health Care for All's Helpline** is a resource that is free and available to everyone. The Helpline is here to answer your questions about healthcare in Massachusetts. It can help you with everything from general insurance questions to specific information you need about a personal health issue. Other issues you might have include questions about co-payments, health insurance rules, directions, whether you're eligible for a program, or more.

Health Care for All's Health Helpline: 1-800-272-4232

## Tell **MOAR** How Parity is Working for You

**MOAR** helps individuals and families exercise their rights. Let us know if you have been denied coverage or required to pay additional co-pays or out-of-pocket expenses for addiction and/or mental health treatment.

Are you getting the treatment you or your family members need? Have you made an appeal?

Your right to recovery is important to **MOAR**! Let us know!

**Contact:**

**MOAR** — Massachusetts Organization for Addiction Recovery

T: 617-423-6627 E: [maryanne@MOAR-recovery.org](mailto:maryanne@MOAR-recovery.org)

# Housing Resources

<b>FACILITY</b>	<b>NUMBER</b>
Berkshire Housing Development	413-499-1630
Community Teamwork, Inc	978-459-0551
Franklin County Regional Housing & Redevelopment HAP, Inc.	413-863-9781 413-233-1500
HOAP	508-860-1000
HomeStart Inc.	617-542-0338 x43
Housing Assistance Corp.	508-771-5400
Massachusetts Alliance for Sober Housing	781-472-2624
Mass. Sober Housing	508-987-3888
Massachusetts Department of Housing & Community Development	617-573-1123
Metropolitan Boston Housing Partnership	617-859-0400
Rural Housing Improvement	978-297-5300
South Middlesex Opportunity Council (SMOC)	508-879-6691
South Shore Housing Development	781-542-4200
The Community Housing Program	617-661-3991 x109
Housing Rental and Mortgage Support - Contact Attorney General's Office	617-727-8400



## Sober Housing



The Massachusetts Alliance for Sober Housing (MASH) exists to ensure and promote critical management, operational, and ethical standards of sober homes, as well as to promote technical assistance to new and existing homes.

MASH's recovery values emphasize health, home, purpose, and community. Successful sober homes establish and reinforce healthy lifestyles, provide a safe and stable place to live, conduct meaningful activities, and build relationships and social networks for support. Through a network of certified sober housing and empirically based recovery principles, MASH's goal is to help create and foster these safe living environments for those with substance use disorders.

### WHAT IS A SOBER HOME?

Sober Home is a broad term describing a sober, safe and healthy living environment that promotes recovery from alcohol and other drug use and associated behaviors. They are sober living environments, meaning that residents are expected to abstain from alcohol and illegal drug use.

#### All Sober Homes are Not Alike!

At a minimum, Sober Homes offer peer-to-peer recovery support. Some are not very structured and are more appropriate for those who have an established recovery program and simply desire to live in an alcohol/drug free environment with other sober people to help support their recovery efforts.

Other Sober Homes have greater structure with more rules, perhaps a curfew, one or more weekly in-house meetings, encourager referrals to outpatient use/mental health providers in the local community, etc.

Before considering a Sober Home, it is important to think about your needs. It's always a good idea to visit a Sober Home before committing to live there.

**For a list of all MASH Certified Sober Homes in Massachusetts visit:  
MASHsoberhousing.org. or call 781-472-2624**

## Education and Vocational Assistance

Massachusetts Rehabilitation Commission is a government agency responsible for Vocational Rehabilitation Services, Community Services, and eligibility determination for the Social Security Disability Insurance (SSDI) and the Supplemental Security Income (SSI) federal benefits programs

### HIGHER EDUCATION OPPORTUNITIES IN MASSACHUSETTS

Competition in today's labor market frequently requires advanced training, including a two or four-year college degree. If it makes good sense, a vocational plan for rehabilitation based on college training may be developed.

### ALTERNATIVES FOR FUNDING YOUR EDUCATION

MRC has programs such as PASS to help pay for an education or vocational training. MRC 1-617-204-3603 Employer Services 1-800-245-6543. Call to find out where the nearest Massachusetts Rehab Office is near you.

### OTHER EDUCATION AND CAREER SUPPORT RESOURCES

Future Works in Springfield	413-858-2800
Workforce Central in Worcester	508-799-8000
Jewish Vocational Services in Boston	617-399-3131

**One-Stop Career Centers** are government funded job centers that help workers find jobs and help employers find workers. **One-Stop Career Centers** serve all regions of Massachusetts. **One-Stop Career Centers** are government funded job centers that help workers find jobs and help employers find workers. **One-Stop Career Centers** have job listings, career counseling services, job search workshops, workforce readiness training, information about job training grants and loans, and other employment-related services for job seekers. **One-Stop Career Centers** serve all regions of Massachusetts.

The Centers offer job posting, candidate screening, job fairs, tax information, and other services for employers.

**You may also call the Department of Career Services at  
617-626-5300  
American Job Center Helpline at  
1-877-872-5627 (TTY 1-877-889-5627)  
for information.**

## Know your Recovery Rights Under the Americans with Disabilities Act

- Were you denied a job because you take a legally prescribed medication?
- Was a prescription medication taken from you or were you denied medical treatment by the correctional system?

### You Have Rights!

People in recovery from substance use disorders are considered “people with disabilities” under the ADA. The ADA is a comprehensive federal civil rights law that prohibits discrimination in all aspects of life on the basis of disability. The New England ADA Center is here to help you learn about your rights. It is a free resource funded by US Health and Human Services to answer your questions anonymously and confidentially, explain your rights under the ADA, and point you to resources to help you overcome discrimination.

**Call: 1-800-949-4232 (voice/tty)**

**Email: [ADAinfo@NewEnglandADA.org](mailto:ADAinfo@NewEnglandADA.org)**

**Visit: [www.NewEnglandADA.org](http://www.NewEnglandADA.org)**

## How to Cope with A CORI

### **C-O-R-I stands for Criminal Offender Record Information**

- A criminal record – (CORI) – is created for a person from the moment he or she is arrested by the police, to the time he or she is arraigned and processed through various criminal justice agencies including probation, jail, or parole.
- By law, various public and private agencies, social services agencies, employers, and housing providers have or can get access to CORI

### **C-O-R-I Sealing Information**

- Obtain a copy of your criminal record
- With a Massachusetts driver's license or a Massachusetts ID card, request your CORI at <http://www.mass.gov/eopss/agencies/dcjis/> or mail a notarized CORI request form to DCJIS with a money order for \$25. If you are indigent, the fee can be waived if you send in an Affidavit of Indigency.
- Visit [www.gbls.org/cori\\_record\\_sealing\\_booklets](http://www.gbls.org/cori_record_sealing_booklets) for forms
- A criminal record can usually be sealed for a misdemeanor after a 3 year and for a felony after a 7-year waiting period

### **Have a C-O-R-I? Create a C-O-R-I Support Package!**

- Gather recent letters from social workers, employers, probation officers, parole officers, landlords and clergy attesting your good character or evidence of using support for a new life as you look for jobs and housing.

### **Letters need to explain**

- Most serious convictions on the criminal record
- Recent activity demonstrating a commitment for positive change
- Strengths and skills of the ex-offender
- Why the record should not stand in the way

## **Be Proactive and Persistent**

**Call Greater Boston Legal Services at 617-371-1234**

## Legal Aid Programs

The Massachusetts Legal Assistance Corporation was established 30 years ago to ensure that low-income people with critical, non-criminal legal problems would have access to legal information, advice and representation. It is the largest funding source for civil legal aid programs in the Commonwealth. The programs below are funded by MLAC and offer legal advice and representation to low-income Massachusetts residents with civil legal problems involving issues such as domestic violence, housing, income maintenance, health care, elder issues, and more.

<b>Boston College Legal Assistance Bureau (BCLAB)</b>	Waltham	781-893-4793
<b>Center for Law and Education</b>	Boston	617-451-0855
<b>Center for Public Representation</b>	Northampton	413-587-6265
<b>Children's Law Center of Massachusetts</b>	Lynn	781-581-1977
<b>Community Legal Aid</b>	Worcester	508-752-3722
<b>Community Legal Services and Counseling Center</b>	Cambridge	617-661-1010
<b>Disability Law Center</b>	Boston	617-723-8455
<b>Greater Boston Legal Services</b>	Boston	617-371-1234
<b>Massachusetts Advocates for Children</b>	Boston	617-357-8431
<b>Massachusetts Law Reform Institute</b>	Boston	617-357-0700 Ext 321
<b>Metro West Legal Services</b>	Framingham	508-620-1830
<b>Merrimack Valley - North Shore Legal Services</b>	Lowell	978-458-1465
<b>National Consumer Law Center</b>	Boston	617-542-8010
<b>Neighborhood Legal Services</b>	Lynn	781-599-7730
<b>Prisoners' Legal Services</b>	Boston	617-482-2773
<b>South Coastal Counties Legal Services</b>	Fall River	508-676-5022



# HELP SAVE LIVES IN THE COMMONWEALTH

## Massachusetts 911 Good Samaritan Campaign

### Preventing Fatal Overdoses in Massachusetts

Several legislative proposals to prevent fatal overdoses were considered before the state legislature from 2008- 2012. **On August 2<sup>nd</sup> of 2012, 911 Good Samaritan language\*** with expanded prescribing and administration of **Naloxone (Narcan®)**, a medication used to reverse a potentially fatal opioid overdose was signed into law.

#### Summary and Background:

From 2002-2010, **5529** Massachusetts residents died from opioid-related overdoses (e.g. heroin, oxycodone, or fentanyl).<sup>1</sup> *Most of these deaths could have been prevented.* In most cases if 911 is called quickly, the victim will survive, but fear of police involvement and criminal prosecution prevents many people from calling for help. Immediately calling 911 could also help prevent damage to the victim's brain or body that can occur during an overdose. The Massachusetts Department of Public Health is a strong proponent of this measure.

#### What the law will do:

- Protect** people from prosecution for possession of controlled substances when calling 911
- Save** lives and give people who use opioids a chance to get help for their addiction
- Increase** the likelihood that witnesses will call 911 during an overdose

#### What the law will not do:

- Does not** interfere with law enforcement securing the scene at an overdose
- Does not** prevent prosecution for drug trafficking
- Does not** prevent prosecution for outstanding warrants

#### What law will, also, do:

Beyond offering protection from drug possession charges for people who call 911 and the person, whom overdose emergency medical attention is sought, legal protection is given to medical professionals who

- Prescribe naloxone (Narcan - a medication that reverses opiate overdoses) to a family member or acquaintance of someone suffering from opiate addiction, who may need to
- Administer naloxone to reverse a potential fatal opiate overdose

#### Thank You to Campaign Members:

AID: Action Committee of Massachusetts  
Allston Brighton Substance Abuse Task Force  
ABH, Association for Behavioral Healthcare  
Boston Health Care for the Homeless  
Boston Medical Center  
The Boston Public Health Commission  
Brockton Opioid Overdose Prevention Coalition  
Cambridge Health Alliance  
Cambridge Prevention Coalition  
Dimock Center  
Health Imperatives  
Healthy Gloucester Collaborative  
Health Resources in Action  
Impact Quincy  
Law Enforcement Against Prohibition

Learn to Cope  
Lynn Community Health Center  
Massachusetts AIDS Policy Task Force  
MOAR, Massachusetts Organization for Addiction Recovery  
Northeast Center for Healthy Communities  
Reverse Cares  
State OBOT  
Students for Sensible Drug Policy – Northeastern University  
Students for Sensible Drug Policy – Boston University  
T. Stephen Jones Public Health Consulting  
Tapestry Health Systems  
Victory Programs  
Western Massachusetts Center for Healthy Communities

Thank You to former Senator Steven Tolman, Senate President Murray, Mental Health and Substance Abuse Committee CoChairs, Senator John Keenan and Representative Malia; Senator Cynthia Creem, Senator Jennifer Flanagan, Representative Alice Peisch, Representative James O'Day, and Representative Martin Walsh for asserting leadership to make this law happen!

Thank You to The Massachusetts Department of Public Health. Thank You to the many family members and persons in recovery, who gave real life testimony!

## QUICK FACTS:

- **The 911 Good Samaritan law does not interfere with law enforcement efforts** to assess the scene of an overdose for public safety.
- Studies show over **50%** of persons interviewed reported they **did not call 911 during an overdose due to their fear of police involvement**.<sup>2,3,4</sup>
- **More deaths occur in private settings**, where people are less likely to call 911 due to fear of police involvement. Bystanders are more likely to call for help in overdoses that occur in public settings than in private settings such as homes or hotels.<sup>3</sup>
- In 2008, community assessments were done in Brockton, Cambridge, Charlestown, Fall River, Gloucester, Jamaica Plain/Roxbury, Lowell, Lynn, New Bedford, Revere, Springfield, and Worcester. **Fear of police involvement was the major reason given for not calling 911**; a leading contributing cause of Massachusetts fatal overdoses.
- As part of a DPH overdose prevention project, between November 2007 and November 2015, at least **38,000 persons were trained to prevent, recognize and respond to an opioid overdose and administer naloxone (Narcan®)**. Within that time frame, DPH documented reversal of over 5800 potentially fatal overdoses.
- In 2008, the **US Conference of Mayors** unanimously urged all state governments to adopt emergency “**Good Samaritan**” laws.
- **Massachusetts is one of 45 states** and the District of Columbia **that now have a Good Samaritan Law**. Every state in the United States has a drug overdose Good Samaritan Law in place except Kansas, Maine, Oklahoma, Texas, Wyoming.

## SOURCES

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## Programs Focused on Health and Racial Equity

### **BSAS Supported Black and Latinx Career Education Services**

Increased investments in the **Black Addiction Counselor Education (BACE)** and **Latinx Addiction Counselor Education (LACE)** programs to support Black and Latinx people seeking to enter the SUD workforce

- Increased investments in the **Black Addiction Counselor Education (BACE)** and **Latinx Addiction** through Adcare Educational Institute
- **Counselor Education** programs to support Black and Latinx people seeking to enter the SUD workforce

*For Black Addiction Counselor Education (BACE)  
contact Della Blake, M.Ed. at [drblake@bace-aei.org](mailto:drblake@bace-aei.org)*

*For Latinx Addiction Counselor Education (LACE)  
contact Haner Hernández, Ph.D., CPS, CADCH, LADCI  
at [hanerhernandez@aol.com](mailto:hanerhernandez@aol.com)*

### **Other Culturally Sensitive Resources**

#### **For Latinx males –**

Cuisine Arts Training Provided by Café Reyes, Worcester  
Contact Aaron Mendel at [amendel@charter.net](mailto:amendel@charter.net)

#### **Outpatient Counseling or Recovery Support Out for Good – Dorchester**

- Contact Christopher Conway at 617- 980-8835

#### **Commonwealth Mental Health & Wellness Center – Roxbury & Lynn**

- Contact Leah Randolph at 617-506-8188

#### **African Diaspora Mental Health Association – Springfield**

- Contact Garry Porter or David Lewis at 413-266-2207

#### **Torchlight Recovery Support for Communities of Color– Dorchester**

- Contact: [info@torchlightrecovery.org](mailto:info@torchlightrecovery.org) or call 617-465-1299



## **More Culturally Specific Advocacy and Support**

### **MBAC - Massachusetts Black Alcoholism and Addiction Council**

- Contact Leah Randolph at [Positive@aol.com](mailto:Positive@aol.com)

### **The Village – Afrocentric cultural, learning & healing center - Worcester**

- (774) 253-5682

### **Mattakeeset Massachuset Tribe**

- Contact Larry Fisher, PhD at [Sachem-mattakeesettribalgov@gmail.com](mailto:Sachem-mattakeesettribalgov@gmail.com)

### **Mashpee Wampanoag Tribe**

- <https://mashpeewampanoagtribe-nsn.gov/>

### **LAHA – Latin American Health Alliance**

- Contact Aaron Mendel at [amendel@charter.net](mailto:amendel@charter.net)

### **Asian Women for Health**

- Contact Chien-Chi Huang at [cch@asianwomenforhealth.org](mailto:cch@asianwomenforhealth.org)

### **GLAD – Gay Lesbian – Legal Advocates and Defenders**

- [www.glad.org](http://www.glad.org)

### **LGBTQ2S+ Resources**

- [www.mass.gov/find-lgbtq-resources](http://www.mass.gov/find-lgbtq-resources)

### **LGBTQ2S+ Resources for younger persons**

- <https://www.bostonpride.org/resources/>

### **LGBTQ2S+ Resources for older persons**

- [www.lgbtagingcenter.org/resources/resources.cfm?st=MA](http://www.lgbtagingcenter.org/resources/resources.cfm?st=MA)

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

- <https://www.bagly.org/resourcesforyouth>

**MOAR to Come**

## RECOVERY-BASED RE-ENTRY SERVICES FOR BLACK AND LATINO MEN

Recovery-Based Re-Entry Services for Black and Latino Men, a pilot program for Black and Latino men leaving incarceration or are in the process of being provided by the following agencies:

<b>Fathers' Uplift</b>	12 Southern Ave, Dorchester	617-708-0870	<a href="http://www.fathersuplift.org">www.fathersuplift.org</a>
<b>Casa Esperanza</b>	302 Eustis St, Roxbury	617-445-1123	<a href="http://www.casaesperanza.org">www.casaesperanza.org</a>
<b>Legendary Legacies</b>	46 Greenwood St, Worcester		<a href="http://www.legendlegacy.org">www.legendlegacy.org</a>
<b>Greater Lawrence Family Health Center</b>	34 Haverhill St, Lawrence	978-686-0090	<a href="https://glfhc.org/">https://glfhc.org/</a>
<b>Lynn Community Health Center</b>	269 Union St, Lynn	781-581-3900	

## CULTURALLY SPECIFIC TREATMENT FOR LATINX POPULATION

<b>Casa Esperanza – Roxbury</b>	302 Eustis St, Roxbury	617-445-1123	<a href="http://www.casaesperanza.org">www.casaesperanza.org</a>
<b>Gandara Center</b>	locations across the state	877-733-4187	<a href="http://www.gandaracenter.org">www.gandaracenter.org</a>
<b>Entre Familia</b>	211 River St, Mattapan	617-534-2922	<a href="http://www.EntrefamiliaBPHC.org">www.EntrefamiliaBPHC.org</a>
<b>Hector Reyes House</b>	Worcester	508-459-1801	<a href="http://www.lahaworc.org">www.lahaworc.org</a>
<b>New North Citizens Council</b>		413-746-4885	

## Hotline & Helpline Information

<b>Disabled Person's Abuse Hotline -</b>	<b>800-426-9009</b>
<b>Social Security Disability Insurance (SSDI)</b>	<b>800-772-1213</b>
<b>Gay Men's Domestic Violence Project</b>	<b>800-832-1901</b>
<b>The Network/ La Red</b>	<b>617-695-0877</b>
<b>SAMHSA- Substance Abuse Mental Health Administration</b>	<b>877-726-4727</b>
<b>MA Substance Abuse Information &amp; Education Helpline</b>	<b>800-327-5050</b>
<b>Providing Access to Addictions Treatment, Hope and Support</b>	<b>855-494-4057</b>
<b>Child-at-Risk Hotline</b>	<b>800-792-5200</b>
<b>Massachusetts Law Reform Institute</b>	<b>617-357-0700</b>
<b>Massachusetts Commission Against Discrimination</b>	<b>617-727-3990</b>
<b>Massachusetts Commission for the Blind</b>	<b>617-727-5550</b>
<b>Massachusetts Rehabilitation Commission</b>	<b>800-245-6543</b>
<b>Safe Link Domestic Violence Hotline</b>	<b>877-785-2020</b>
<b>Elder Abuse Hotline &amp; Website</b>	<b>800-922-2275</b>
<b>Massachusetts Executive Office of Elder Affairs</b>	<b>800-243-4636</b>
<b>Food Source Hotline / Project Bread</b>	<b>800-645-8333</b>
<b>Gay, Lesbian, Bisexual and Transgender Helpline</b>	<b>888-340-4528</b>

## Hotline & Helpline Information

<b>Hepatitis C Hotline</b>	<b>888-443-4372</b>
<b>AIDS Action Hotline</b>	<b>800-235-2331</b>
<b>Health Care for All</b>	<b>800-272-4232</b>
<b>MassHealth Enrollment Center</b>	<b>888-665-9993</b>
<b>Massachusetts Behavioral Health Partnership</b>	<b>800-495-0086</b>
<b>Social Security Administration</b>	<b>800-772-1213</b>
<b>Commonwealth Connector</b>	<b>877-623-6765</b>
<b>Regional Center for Poison Control and Prevention</b>	<b>800-222-1222</b>
<b>Jane Doe - Sexual Assault</b>	<b>617-248-0922</b>
<b>Try-To-Stop Tobacco Resource</b>	<b>800-879-8678</b>
<b>Samaritans</b>	<b>877-870-4673</b>
<b>Mayor's Youthline – Teens</b>	<b>617-635-2240</b>
<b>Teens in Action</b>	<b>617-482-4243</b>
<b>Massachusetts Department of Veterans Affairs</b>	<b>800-827-1000</b>
<b>Llamanos Statewide Spanish Helpline</b>	<b>800-223-5001</b>

## Hotline & Helpline Information

<b>Parental Stress Line</b>	<b>800-632-8188</b>
<b>Samaritians</b>	<b>800-252-8336</b>
<b>Youth Hotline "Hurt"</b>	<b>617-773-4878</b>
<b>Massachusetts Commission for the Deaf and Hard of Hearing</b>	<b>617-740-1600</b>
<b>Women, Infants and Children</b>	<b>800-942-1007</b>
<b>National Institute on Alcohol Abuse and Alcoholism</b>	<b>301-443-3860</b>
<b>New Mental Health Crisis Hotline</b>	<b>988</b>
<b>Attorney General's Consumer Advocacy &amp; Response Division- Consumer Hotline</b>	<b>617-727-8400</b>



**AGO Resources**  
Have a Complaint or Question?

**General Assistance**  
Consumer Hotline: (617) 727-8400  
E-Complaint form: [www.eform.ago.state.ma.us](http://www.eform.ago.state.ma.us)

**Specific Hotlines**  
Consumer Advocacy and Response Division (617) 573-5333  
Elder Hotline (888) 243-5337  
Fair Labor Division (617) 727-3465  
Civil Rights Division (617) 727-2200  
Medicaid Fraud Tipline (617) 963-2360  
Insurance Fraud Tipline (617) 537-5330  
Insurance & Health Care Consumer Helpline (888) 830-6277

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## MASSACHUSETTS SUBSTANCE USE HELPLINE

Are you or a loved one suffering from substance use disorder?



The Massachusetts Substance Use  
**HELPLINE**

**800-327-5050**  
**HelplineMA.org**

## WEBSITES TO HELP YOU NAVIGATE SERVICES AND THE SYSTEM



Network of Care MA

[massachusetts.  
networkofcare.org](http://massachusetts.networkofcare.org)



RIZE Massachusetts

[https://www.rizema.org/event/your-rights-  
in-recovery-a-toolkit](https://www.rizema.org/event/your-rights-in-recovery-a-toolkit)



Massachusetts Substance  
Use Helpline

[helplinema.org](http://helplinema.org)

Learn more about how to enter or participate  
in addiction services - BSAS



go to <https://www.careersofsubstance.org/>

## RECOVERY COACH SUPPORT



Massachusetts  
RECOVERY  
COACH HUB

A place for recovery coaches and recovery  
coach supervisors to learn, engage, and grow  
**Website:** [massrhub.org](http://massrhub.org)

## TRANSPORTATION RESOURCES



Providing rides to detox, MAT, residential  
treatment program, or sober housing within  
the Merrimack Valley region.

Call 800-327-5050

**Website:** [helplinema.org/wheelsofhope/](http://helplinema.org/wheelsofhope/)

## RECOVERY MONTH



September is Recovery Month

**Recovery Month** highlights the achievements of individuals who have reclaimed their lives in long-term recovery and honors the treatment and recovery service providers who make recovery possible. Recovery Month also promotes the message that recovery in all of its forms is possible. It encourages citizens to take action to help expand and improve the availability of effective prevention, treatment, and recovery services for those in need.

**Recovery Month** has a new logo that signifies the true meaning and values of the Recovery Month observance which, since its inception in 1989, has positively changed many lives. The new Recovery Month logo features an “r” symbol, representing “r” is for Recovery and the need to support the millions of individuals who are proudly living their lives in recovery.

### **The 2022 Recovery Month Theme, “Recovery is For Everyone: Every Person, Every Family, Every Community”**

Reminding people in **recovery** and those who support them that no one is alone in the journey through **recovery**.

**MOAR** was a proud SAMHSA Recovery Month Partner for many years.

**MOAR** now partners with Faces and Voices for Recovery.

**MOAR** will celebrate our 32nd year in September 2022.



***MOAR is a grass-roots organization started by volunteers on behalf of people in recovery and their families.***

The **MOAR** mission is “to organize recovering individuals, families and friends into a collective voice to educate the public about the value of recovery from alcohol and other addictions. **MOAR** envisions a society where addiction is treated as a significant public health issue and recovery is recognized as valuable to all our communities.”

***The Massachusetts  
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Recovery (MOAR)***

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## **MOAR Mini Guide:**

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