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www.ilcnsca.org/membership.php

**Stay up-to-date with events and
information:**
www.ilcnsca.org

**All People Accessible Business Project
(APAB)**
www.apabnsca.org

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www.ilcnsca.org/board.php

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www.ilcnsca.org/friendsof.php

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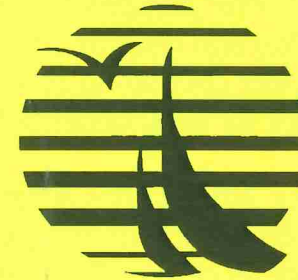
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**Please email any corrections or
suggested additions to**
information@ilcnsca.org

Services and Advocacy for an Independent Life

Services and Advocacy for an Independent Life

**ILCNSCA
YELLOW PAGES
January 2017 – December 2017**



**Produced by the
Independent Living Center of the North Shore and
Cape Ann Inc.
27 Congress St., Suite 107
Salem, MA 01970**

**(978) 741-0077 V
(978) 741-1133 FAX
(888) 751-0077 Toll Free**

**Information@ilcnsca.org
www.ilcnsca.org**

Services and Advocacy for an Independent Life

Hello ILCNSCA Supporter:

As you know our mission statement is

"The Independent Living Center of the North Shore and Cape Ann Inc. (ILCNSCA) is a disability rights service and advocacy center run by and for people with disabilities. ILCNSCA supports the struggle of people who have all types of disabilities to live independently and participate fully in community life. The Center pursues this mission through provision of information and referral, independent living skills, advocacy and peer counseling services." Our motto is **S**ervices and **A**dvocacy for an **I**ndependent **L**ife.

Enclosed for you is our 2017 ILCNSCA Yellow Pages booklet. These listings are a compilation of local, statewide, and national resources that as citizens living with disabilities we find helpful in our quest for increased access to full participation in community living. This booklet is also on our web site, www.ilcnsca.org, along with additional resources and updates on upcoming events and activities.

A program of ILCNSCA that you or a family member or a friend might want to explore is the Options Program, which we provide with our Greater North Shore Link partners: Greater Lynn Senior Services, North Shore Elder Services and SeniorCare. The Options Program assists people of any age with any disability and elders to make informed choices about services and supports they may need to remain in their homes and in their communities. It also provides information for your family members, so they can assist you in your decision-making. Options Counselors may meet with you at your home or at local facilities and are also available by phone and email. Options services are free of charge. More on this program is available at our web site:

<http://www.ilcnsca.org/options.php>

Housing Services and Resources

We continue to receive overwhelming requests for assistance in finding affordable, available and accessible housing. The City of Salem Community Development Block Grant helps support a monthly Universal Housing Application Workshops at ILCNSCA along with two focused workshops, one on Housing Rights, and one on finding housing. We are always available to guide people with disabilities to learn about their/our housing rights, and available resources to obtain housing including how to apply using mandated housing applications. We have posted the ILCNSCA "Guide to Finding Housing" on our web page, with updates since 2011, as another set of tools for finding housing. Visit

<http://www.ilcnsca.org/housing.php>

We also assist our consumers living in a nursing or rehabilitation facility to access Commonwealth grant/waiver services called Money Follows the Person (MFP). If one qualifies, assistance for relocating from a nursing home to a home of your own in the community along with some specialized purchases funds may be available to you.

Peer Support Opportunities

Monthly we offer a setting for people with disabilities to meet others, share concerns, and find solutions in charting a course for living more independently called the Compass Group. The Northeast Independent Living Program, Inc. (NILP) with ILCNSCA provides the North East Recovery Learning Community. This is a peer run set of activities for those who self-identify as having a mental health concerns, and other disabilities. At times there are Peer Specialist trainings, support groups, and other activities throughout the ILCNSCA service area and the Northeast Independent Living Program service area. Look for the schedule on the NILP web page, www.nilp.org or check out www.ilcnsca.org.

ILCNSCA 30th Anniversary Celebration

On April 27, 2017 we invite you to celebrate with us for our 30th Anniversary at the Kernwood Country Club in Salem. Enjoy Hors D'oeuvres, cash bar, music, speakers, and awards

Ongoing Community Education and Advocacy

Despite the fluctuating economy, we know we are the most cost-effective agency using federal and state tax dollars. Yet we always need your help to prevent any cuts to the 4120-4000/5000 account in the MA State Budget and to insure that Congress funds fully and additionally all the Centers for Independent Living in the federal Department of Education budget. We have a Community Access Advocacy Team, which you can join, and a focused access survey project, All People Accessible Business Project (APAB) for which your talents and energy are also needed. Come be a volunteer with us!

Lastly

Of the utmost importance, please become a member of ILCNSCA and work with us to achieve full accessibility, inclusion, acceptance, autonomy and independence for all of us living with disabilities on the North Shore & Cape Ann, throughout MA, and the USA, and globally. Check out our membership form at www.ilcnsca.org/membership.php. And add us as one of your favorites: www.ilcnsca.org and friend us on Facebook <https://www.facebook.com/ILCNSCA?v=wall> so you won't miss anything throughout the year like exciting social events, Annual BBQ, Annual Meeting, Holiday Open House, Advocacy Alerts, and more!

Yours truly,
Mary Margaret Moore,
Executive Director
And the entire staff of ILCNSCA
And the Board of ILCNSCA



Together our voices are loud and heard!
Services and **A**dvocacy for an **I**ndependent **L**ife!

Independent Living Center of North Shore and Cape Ann,
Inc.

27 Congress Street, Suite 107, Salem, MA 01970

978-741-0077

www.ilcnsca.org

ILCNSCA is scent-free to accommodate persons with chemical sensitivities. Please refrain from wearing scents such as perfumes or scented clothing. At public events photographs and/or video may be taken for ILCNSCA publication. We will respect all requests to not be photographed, please inform us at time of RSVP or arrival.

ILCNSCA receives federal funding from Congress through the Administration for Community Living through the Independent Living Administration and state funding from the MA Legislature through the Massachusetts Rehabilitation Commission as well as memberships and donations. You can go to our webpage and on the Donations page make any size donation to us. We are a 501 C 3 tax exempt non-profit agency and welcome your support. Thank you!

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Greater North Shore Link

The primary goal of Greater North Shore Link is to create a seamless, single, coordinated system of information and access for all persons seeking long-term services and supports, regardless of age, disability or income. By contacting one of us, you obtain access to all services that we each of us offers. Options Program is a key program of the Greater North Shore Link. Informational Kiosks at pulse points throughout the North Shore and Cape Ann, our Annual Conference, collaborating and advocating with our partners on making our communities more livable are facets of the ADRCGNS. Find out more at www.northshorelink.org

Leadership/Board Member Agencies

Element Care	781-715-6608 V
www.elementcare.org	877-752-2388 TTY
Greater Lynn Senior Services	781-599-0110 V
www.glss.net	
Independent Living Center of the North Shore and Cape Ann	978-741-0077 V/TTY
www.ilcnsca.org	Toll Free 1-888-751-0077
North Shore Career Center	978-825-7200 V
www.nscareers.org	
North Shore Elder Services	978-750-4540 V
www.nselder.org	978-624-2244 TTY
SeniorCare	978-281-1750 V
www.seniorcareinc.org	978-282-1836 TTY

AIDS RESOURCES

Aid's Action Line 617-437-6200 V 617-437-1394 TTY
www.aac.org

Health Quarters 1-800-297-7738 V/TTY
 S.T.D. treatment, reproductive issues, health education
www.healthq.org

Mass Dept. of Public Health AIDS Bureau 1-617-624-5303 V
 HIV/AIDS Hotline 1-800-235-2331 V 617-437-1672 TTY
www.state.ma.us/dph/aids/hiv aids.htm

North Shore Health Project 978-283-0101 V
 HIV and Hep C
scoviello@healthproject.org

ASSISTIVE TECHNOLOGY

Assistive Technology Loan Program 978-741-0077 V/TTY
www.ma.easterseals.com/services provided by Easter Seals

Assistive Technology equipment exchange www.getATstuff.org

Mass MATCH 877-508-3974 V 617-204-3815 TTY
www.massmatch.org

Perkins Braille and Talking Book Library 617-972-7240 V
 for people of any age, visual, physical, or learning disability
www.perkinslibrary.org

COMMUNITY ACTION AGENCIES

Community Action Agencies (CAA) are private, non-profit human service and advocacy organizations that were established by Congress and the President over 30 years ago to fight poverty by opening the doors to self-sufficiency. CAAs provide emergency assistance to people in crisis; address the causes of poverty through programs that fight unemployment, inadequate housing, poor nutrition, and lack of educational opportunity; and provide

training in advocacy skills. Each CAA operates an average of 12 to 15 programs, and these typically include several of the following: GED and ESL Education; Job Training; Head Start and Day Care; Low-Income Home Energy Assistance Programs (Fuel Assistance); Weatherization Assistance; Homelessness Prevention Programs; Health Services; Senior Services (Foster Grandparent Program/Retired Senior Volunteer Program, etc.); Temporary Emergency Food Assistance Programs; Affordable Housing Creation and Renovation; Micro-enterprise and Small Business Creation

Action, Inc., Gloucester 978-282-1000 V
www.actioninc.org

Community Teamwork, Inc., Lowell 978-459-0551 V
www.commteam.org

Greater Lawrence Community Action Council, Inc. 978-681-4905 V
www.glcac.org

Lynn Economic Opportunity, Inc. (LEO) 781-581-7220 V
www.leo inc.org

Massachusetts Association for Community Action 617-357-6086 V
www.masscap.org

North Shore Community Action Program 978-531-0767 V
www.nscap.org

COMMUNITY HEALTH CENTERS

Greater Lawrence Family Health Center 978-686-0090 V
www.glfhc.org 978-689-6438 TTY

Lynn Community Health Center 781-581-3900 V
www.lchcnet.org

Gloucester Community Health Center 978 282-8899 V

Mass League of Community Health Centers 617-426-2225 V
 Patient Referral Line 800-475-8455 V
www.massleague.org 617-523-3609 TTY

North Shore Community Health, Inc 978-744-8388 V
 Peabody Family Health Center 978-532-4903 V
 Teen Health Center at Peabody High School 978-532-4720 V
 Salem Family Health Center 978-744-8388 V
 Teen Health Center at Salem High School 978-740-1220 V
 Gloucester, 978-282-8899 V
www.nschi.org

CRISIS RESOURCES

American Red Cross 1-800-733-2767 V
 Emergency food, shelter, clothing
www.redcross.org

Child-At-Risk Hotline, DCF Abuse/Neglect 1-800-792-5200 V
www.mass.gov/dcf

Child Help USA 1-800-4-A-CHILD (1-800-422-4453) V
www.Childhelp.org

Eliot Community Human Services, 24 hr. Emergency Service
 Mental Health or Substance Abuse Crisis Intervention
 for the following cities and towns: Lynn, Lynnfield, Nahant, North
 Reading, Reading, Saugus, Stoneham, Swampscott, Wakefield
www.eliotchs.org 1-800-988-1111 V

Mental Health or Substance Abuse Crisis Intervention
 in the following towns: Beverly, Danvers, Essex, Gloucester,
 Hamilton, Ipswich, Manchester by the Sea, Marblehead, Middleton,
 Peabody, Rockport, Salem, Topsfield, Wenham
 Health and Education Services (HES) 24 hr. Emergency Service
 toll free 1-866-523-1216 V Salem 978-744-1585 V
www.nebhealth.org

Disabled Persons Protection Commission
 24 hr. hotline for abuse reporting (18 to 59 years of age)
www.ma.gov/dppc 1-800-426-9009 V 1-888-822-0350 TTY

Elder Abuse Hotline 1-800-922-2275 V/TTY

Girls and Boys Town National Hotline 1-800-448-3000 V
www.teenlineonline.org

Mothers Against Drunk Driving (MADD) 1-800-438-6233 V
www.madd.org

YWCA North Shore Rape Crisis 24 hour hotline 1-800-922-8772
 Business Number 781-477-2313 V
 Mon - Fri 8:30am - 5:00pm 978-686-8840 TTY
www.ywcansrcc.org

Parents Helping Parents 1-617-926-5008 V
 Parental Stress Line 1-800-632-8188 V
www.parentshelpingparents.org

Samaritans 24 hour hotline 617-247-0220 V
www.samaritanshope.org 1-877-870-HOPE (4673) V

Samaritans Teens 24 hour hotline 1-800-252-TEEN (8336) V

DOMESTIC VIOLENCE & WOMEN'S ISSUES

Alternative House, Lowell: Battered women, children,
 handicap accessible. 978-454-1436 V
www.alternative-house.org Hotline 1-888-291-6228 V

Cambridge Women's Center
www.cambridgewomenscenter.org 617-3548807 V
info@cambridgewomenscenter.org 617-354-6394 V

Common Purpose 617-522-6500 V
 Services for men who batter; Support groups for men
<http://commonpurpose.com/ifw.htm>

Elizabeth Stone House 617-427-9801 V
 24 hr. hotline, transitional and community housing, battered
 women and safe house
www.elizabethstone.org

FINEX House Inc. 24-hr Hotline: 617-288-1054 V
 Shelter for battered women and children, accessible
www.finexhouse.com 617-436-2002 V

H.A.W.C. Healing Abuse Working for Change
 24 hour hotline 1-800-547-1649 V
 Salem 978-744-8552 V 978-744-1818 TTY
 Gloucester 978-283-8642 V
www.hawcdv.org

Jane Doe, Inc. 617-248-0922 V
www.janedoe.org 617-263-2200 TTY

Jeanne Geiger Crisis Center (resident no.) 978-388-1888 V/TTY
www.jeannegeigercrisiscenter.org

National Domestic Violence Hotline 1-800-799-SAFE (7233) V
www.thehotline.org 1-800-787-3224 TTY

Older Battered Women's Program
 Greater Lynn Senior Services 781-599-0110 V
www.glss.net

Safe Link
 Statewide 24hr hotline, English, Multilingual 1-877-785-2020 V
www.casamyrna.org 1-877-521-2601 TTY

The Network LaRed (Partner abuse) Hotline 617-742-4911 V
 Lesbian, bisexual women's and transgender 617-227-4911 V/TTY
www.tnlr.org

Transition House: 24 hr. family violence Crisis 617-661-7203 V
www.transitionhouse.org

EMPLOYMENT/VOCATIONAL

Job Accommodations Network 1-800-526-7234 V
www.askjan.org 1-877-781-9403 TTY

Massachusetts Rehabilitation Commission 1-800-254-6543 V\TTY

Central Office 617-204-3600
www.mass.gov/mrc/

Salem 978-745-8085 V/TTY
 Malden 781-324-7160 V/TTY

North Shore Career Center
 Salem 978-825-7200 V
 Lynn 781-691-7450 V
 Gloucester 978-283-4772 V
www.nscareers.org

FINANCIAL INFORMATION

American Consumer Credit Counseling 1-800-769-3571 V
 Client Service Department ext. 1912
 Counseling Department ext. 1910
www.consumercredit.com

Consumer Credit Counseling Service 1-866-889-9347 V
www.moneymanagement.org

Better Business Bureau 508-652-4800 V
www.bbb.org/boston

Home Modification Loan Program/Mass Rehabilitation Commission
 Community Teamwork, Inc. (North Shore) 978-459-0551 V
www.commteam.org 978-792-3176 TTY

Internal Revenue Service 1-800-829-1040 V
www.irs.gov 1-800-829-4059 TTY

Metropolitan Boston Housing Partnership 1-800-272-0990 V
www.mbhp.org 617-859-0400 V

MA Office of Consumer Affairs, hotline 1-888-283-3757 V
www.mass.gov/consumer 1-800-720-3480 TTY

MA State Dept. of Revenue 1-800-392-6089 V
www.mass.gov/dor

Massachusetts Attorney General 617-727-2200 V
www.mass.gov/ago 617-727-4765 TTY

National Fraud Information Center
www.fraud.org

202-835-3323 V

Social Security Administration
www.ssa.gov

1-800-772-1213 V
1-800-325-0778 TTY

FOOD RESOURCES

See Department of Transitional Assistance to apply for the SNAP Food stamps program on page 18.

ACORD Food Pantry 978-468-7424 V
69 Willow Street, Hamilton. Pantry open Wed 9:30AM – 11:00AM, Thu 6:30PM – 7:30PM, Sat 9:00AM – 11:00AM. Hamilton, Wenham, Topsfield, Ipswich, Essex & Manchester-by-the-Sea residents only. One visit per week.
www.acordfoodpantry.org

Beverly Bootstraps Food Pantry 978-927-1561 V
35 Park St., Beverly. Mon. & Wed. & Thur., & Fri. 11:00AM - 12:30PM, Tues. & Wed. 5:00PM - 6:00 PM, 1st & 3rd Sat. 10:00AM -11:00AM. Every 14 days - proof of residency. Thrift store on 198 Rantoul St. www.beverlybootstraps.org

Beverly Church of the Nazarene Food Pantry 978-927-9979 V
556 Cabot St, Beverly Open on the 1st and 3rd Thursday from 4 PM – 6 PM. Beverly residents only - ID and proof of residency. Pickup once per month.
<http://www.beverlychurch.org>

Bread of Life Food Pantry, 781-397-0404 V
54 Eastern Avenue Rear, Malden Pantry open Wed 4:00PM-6:00PM and Fri 2:00PM-4:00PM. Serving several cities/towns surrounding Malden. Evening meals available Tues. 54 Eastern Ave, Malden 5:30pm. Wed. at American Legion, 368 Pleasant St., Malden 5:30pm. Fri at the First Baptist Church, 493 Main St., Malden 5:30 PM-6:30PM.
www.breadoflifemalden.org

Cape Ann Food Pantry/Open Door 978-283-6776
00 Southern Heights, Ipswich, MA. Community meals served every Mon/Wed/Thurs/Sat from 5pm-6pm. Food pantry Mon/Wed/Thurs. from 10am-7pm, Tues/Fri from 10am-5pm.
www.foodpantry.org

Catholic Charities, Salem 978-740-6923 V
280 Washington St., Salem. Call before arrival for updated hours/program information.
www.ccab.org

Danvers People to People Food Pantry 978-739-4188 V
12 Sylvan St., Danvers. Mon and Thu 8:00 AM -12:00 PM. Danvers residents only. Second and forth Wednesday nights from 4:15-6:30, for working families that can't come during the day.
www.essexcountyhungerrelief.org

East Coast International Church, Lynn 781-818-4153 V
65 Munroe St., Lynn. Food pantry is open every Friday 9:30 AM – 11:00 AM.
www.ecic.tv

First Baptist Church, Melrose 781-665-4470 V
561 Main St, Melrose. Pantry of Hope Tues, 3:00PM – 5:00PM
www.firstbaptistmelrose.org

Salem Pantry 978-317-3738 V
211 Bridge St., Salem. Salem residents only last Saturday of each month 9:30 AM to 11:00 AM.
www.thesalempantry.org

Food Source Hotline, Project Bread 1-800-645-8333 V
Mon-Fri 8:00am-7:00pm & Sat. 10am-2pm
1-800-377-1292 TTY
Pre-screening for food stamps, resources for school breakfast and other free or low cost foods.
www.projectbread.org or www.gettingsnap.org

Haven From Hunger 978-531-1530 V
71 Wallis St., Peabody. Hot meals Mon, Tues, Thurs, and Fri: open at 3pm, dinner is served at 5:00PM. Food pantry Mon, Tues, Thurs,

Fri: 10:30AM-2:30PM Intake required Peabody, Salem and
Lynnfield residents
www.havenfromhunger.org

Lifebridge 978-744-0500 V
56 Margin St, Salem. Daily meals 7 days: Breakfast: 7:00AM -
9:00AM Lunch Mon/Wed/Fri/Sat/Sun: 12:30PM Dinner: 7 days at
6:30PM; Tue/Thurs Noon lunch only at Salvation Army, 98 North
St, Salem www.lifebridgesalem.org

Memorial United Methodist Church, Beverly 978-927-1066
2 Dane St. Outreach Suppers every Wednesday.

My Brother's Table, Lynn 781-595-3224 V
98 Willow St., Lynn Meals Daily. Mon - Fri 11:45AM - 12:30PM &
5:30PM - 7:15PM Sat & Sun, some Holidays: 2:30PM - 4:15PM
www.Mybrotherstable.org

Salvation Army, Beverly 978-922-4522 V
50 Elliot St., Beverly. Office hours Mon/Wed/Fri 9am-3pm Food
Pantry Mon/Wed/Fri 9am-1am and 1pm to 3pm

Salvation Army, Salem 978-744-5181 V
93 North St., Salem. Office hours 9am-4:00pm Food Pantry
Mon/Wed/Fri 9:00AM & 11:00AM. Need a photo ID and a current
piece of mail.

Salvation Army, Lynn 781-598-0673 V
1 Franklin St. Bread times will change. (as of 2016) Food pantry by
appointment only.

Servants Heart Food Pantry, Melrose 781-662-8226 V
200 Franklin St. Every Friday 10:00AM to 11:30AM. On the 3rd
Friday of the month 5:00PM to 6:00PM. Community Dinner 3rd
Friday 6:00PM www.faithchurchac.org

St. John's Parish Center, Peabody 978-531-0002 V
Food pantry. 17 Chestnut St. (next to school) Last Sunday of the
month open from 9:00AM-1:00PM
Peabody residents.
www.stjohnspeabody.com

North Shore Moving Market. Food pantry. 978-744-2532 V
Free delivery service for disabled and elderly 55 or older in
surrounding communities. Monday-Wednesday 9:30AM - 2:30PM
www.nsmm.org

St. Mary's, Lynn Food Pantry 781-598-4907 V
8 South Common St., Lynn. 1st Saturday of the month. Must sign
up at the parish. Lynn residents only. ID, proof of family size,
income and address.

St. Stephen's Episcopal Church, Lynn Food Pantry 781-599-4220 V
74 South Common St., Lynn 3:00PM - 4:00PM every Friday
EXCEPT 1st Friday of month. ID, proof of family size (must show
MassHealth card for children in household), proof of Lynn
residency.

Trinity Congregational Church, Gloucester 978-283-1442
70 Middle St., Gloucester. Harvest meal every Friday, 5:00PM -
6:00PM

WIC 1-800-WIC(942)-1007 V
Nutritional food program for pregnant 617-624-5992 TTY
Women, Infants, and Children under 5.
www.lchcnet.org/services/wic

Wakefield Interfaith Food Pantry 781-245-2510 V
467 Main St., Wakefield, MA
Wakefield residents only: Tues and Thurs 9:00AM-1:00PM, &
6:00PM - 8:00 PM. Proof of residence required.
www.wifoodpantry.org

GLBT

Gay, Lesbian, Bisexual, Transgender and Aging 978-750-4540 V

GLAAD 617-267-9001 V/TTY
Gay & Lesbian, Bisexual and Transgender Help Line support
Mon - Fri 6:00PM-11:00PM
www.glaad.org

North Shore Alliance of Gay, Lesbian, Bisexual and Transgender Youth. 978-224-2102 V
2 East India Square, Suite #121, Salem, MA.
www.nagly.org

North Shore Health Project 978-283-0101 V
5 Center St., Gloucester, MA.
www.healthproject.org

Over The Rainbow Supper Club 978-624-2262 V
2nd Tuesday of every month 6:00 – 8:00 PM at The House of Seven Gables, 115 Derby St. Salem, MA 01970, or for more information call NSES at 978-750-4540.
www.nselder.org/resources/over-the-rainbow-coalition/

The Network LaRed (Partner abuse) 617-742-4911 V
Lesbian, bisexual women's and transgender 617-227-4911 TTY
www.tnlr.org

HEALTH INSURANCE/BENEFIT/PRESCRIPTION INFORMATION

Commonwealth Connector 1-877-623-6765 V
www.mahealthconnector.org

Department of Public Health 1-800-462-5540 V
(Healthcare quality line)

Department of Transitional Assistance (DTA) 1-877-382-2363 V
Health Insurance, SNAP (Food stamps), 617-348-5599 TTY
Emergency Shelter Assistance. Boston 1-800-249-2007 V
Salem 978-825-7300 V
Malden 781-388-7300 V

Element Care 781-715-6608 V 877-752-2388 TTY
Help with applying for Masshealth if you qualify for the Frail Elder Waiver (55+).
www.elementcare.org

Healthcare for All 1-800-272-4232 V
www.hcfama.org 617-350-7279 V
617-350-0974 TTY

Massachusetts Board of Registration in Medicine 1-800-377-0550 V
www.mass.gov/massmedboard

Massachusetts Dental Society 1-800-342-8747 V
www.massdental.org

MassHealth 1-800-841-2900 V
Mon - Fri: 8:00am - 5:00pm
Customer Service Center 1-800-497-4648 TTY
Prior Authorization Unit (MassHealth) 1-800-862-8341 V
Services except dental and pharmacy
www.mass.gov/masshealth

MassHealth Enrollment Center 1-888-665-9993 V
Customer service 1-800-408-1253 V

MassHealth Dental 1-800-207-5019 V
www.mass.gov/masshealth

Medicare Information Line 1-800-633-4227 V
www.medicare.gov

Prescription Assistance Programs
Prescription Advantage
www.pparx.org

SHINE 1-800-age-info, 1-800-243-4636 V
(Serving the health information needs of elders)
www.mass.gov 1-800-872-0166 TTY

Social Security Administration 1-800-772-1213 V
www.ssa.gov 1-800-325-0778 TTY

HOSPICE

Care Dimension Danvers www.caredimensions.org	1-888-283-1722 V 978-774-7566 V
Hospice & Palliative Care Federation of MA www.hospicefed.org	1-800-962-2973 V 1-781-255-7077 V

ILCNSCA SERVICE AREA CITIES & TOWNS COMMISSIONS ON DISABILITIES

Beverly Commission on Disabilities www.beverlyma.gov	978-921-6025 V
Danvers Disability Commission www.danvers.govoffice.com	978-777-0001 x3027 V
Lynn Disability Commission www.cityoflynn.net (Mayor Kennedy)	781-599-1444 V
Manchester By-The-Sea ADA Advisory Committee (978)526-2000 www.manchester.ma.us	
Marblehead Disability Commission www.marbleheadable.org	781-631-0000 V
North Reading Commission on Disabilities www.northreadingma.gov	978-664-6010 V
Rowley ADA Coordinator/ Board of Selectman's office	978-948-2372 V
Salem Commission on Disabilities www.salem.com	978-619-5630 V
Saugus Commission on Disability www.saugus-ma.gov	781-233-1164 V
Swampscott Commission on Disability www.town.swampscott.ma.us	781-596-8859 V

Wakefield Commission on Disability Issues www.wakefield.ma.us	781-246-6300 V
Wenham ADA Coordinator (town hall) www.wenhamma.gov	978-468-5520 Ext. 2 V

LEGAL/ADVOCACY ASSISTANCE

See also Community Action Programs - some programs provide legal advocacy (non-criminal), attorney programs, & legal advice via phone.

Attorney General's Elder Hotline	1-888-243-5337 V
Children's Law Center of Massachusetts, Lynn 98 Union St., Lynn, MA. www.clcm.org	781-581-1977 V 1-888-543-5298 V
Community Legal Services and Counseling Center Free legal services; sliding scale; Psychological Counseling. www.clsacc.org	(617)661-1010 V
Consumer Affairs Office, Revere www.mass.gov/consumer	781-286-8114 V
Consumer Affairs General Information www.mass.gov/ago	617-727-8400 V 617-727-2200 V (617) 727-4765 TTY
Disability Law Center Mon,Tue,Thur, Fri.: 9:00AM -5:00PM www.dlc-ma.org	1-800-872-9992 V 617-723-8455V
Disabled Persons Protection Commission Abuse Hotline 18 – 59 years old www.mass.gov/dppc	1-800-426-9009 V
Essex County Bar Association www.essexcountybar.org hours Mon.-Fri. 9am-3:30pm.	978-741-7888 V

District Attorney, Essex County (J. Blodgett) (978) 745-6610 V
www.mass.gov/essexda/

Federal Trade Commission Consumer Line 202-326-2222 V
Office of Consumer Education: Mon.-Fri. 9-5pm 202-326-3422 TTY
Washington, DC
www.ftc.gov

Final Deadline Appeals Board (MassHealth) 617-847-3115 V
Phone for inquiries only, not submissions
www.mass.gov/masshealth

GLBTQ Legal Advocates & Defenders
Info line 1-800-455-GLAD (4523) V
www.glad.org

Greater Boston Legal Services 617-371-1234 V
www.gbls.org 617-371-1228 TTY

MA Bar Association/Legal Arbitration Board 617-338-0500 V
Lawyer Referral 1-866-627-7577 V
www.massbar.org

MA Immigrant & Refugee Advocacy Coalition 617-350-5480 V
www.miracoalition.org

Massachusetts Association of Older Americans 617-426-0804 V
www.maoamass.org

Massachusetts Office on Disability 617-727-7440 V
www.mass.gov/mod 1-800-322-2020 V

Mass Commission Against Discrimination 617 994-6000 V
www.mass.gov/mcad 617-994-6196 TTY

Mass Legal Assistance Corporation 617-367-8544 V
www.mlac.org

Mass Legal Help, online only
www.masslegalhelp.org

Massachusetts House of Representatives 617-722-2000 V
Massachusetts Senate 617-722-1455 V
www.malegislature.gov

Massachusetts Office for Refugees & Immigrants 617-727-7888 V
<http://www.mass.gov/eohhs>

Mental Health Legal Advisors Committee 1-800-342-9092 V
www.mass.gov/mhlac

Middlesex County Bar Association 781-939-2797 V
www.middlesexbar.org

Northeast Legal Aid/Justice Center
Lynn 781-599-7730 V
Lawrence 978-686-6900 V
www.northeastlegalaid.org

Office of Medicaid Board of Hearings 1-800-655-0338 V
www.mass.gov/masshealth

Parent/Professional Advocacy League (PPAL) 1-866-815-8122 V
www.ppal.net

Volunteer Lawyers Project 617-423-0648 V
www.vlpnet.org 617-338-6790 TTY

Youth Advocacy Division 617-445-7581 V
www.publiccounsel.net/ya/

MASS INDEPENDENT LIVING CENTERS & COUNCIL

ADLIB, Pittsfield 413-442-7047 V
www.adlibcil.org 1-800-232-7047 V

Boston CIL 617-338-6665 V 1-866-338-8085 V
www.bostoncil.org 617-338-6662 TTY

Cape Org for Rights of the Disabled, Hyannis 508-775-8300 V/TTY
www.cilcapecod.org 1-800-541-0282 V/TTY

Center for Living and Working, Worcester 508-798-0350 V
www.centerlw.org 508-762-1164 VP 508-755-1003 TTY

ILC of the North Shore and Cape Ann, Salem 978-741-0077 V
www.ilcnsca.org 978-745-1735 TTY

Independence Associates, Brockton 508-583-2166 V
www.iacil.org 1-800-649-5568 V

MetroWest Center for IL, Framingham 508 875-7853 V/TTY
www.mwcil.org

Multi-Cultural ILC of Boston 617-942-8060 V
www.milcb.org

Northeast IL Program, Lawrence 978-687-4288 V/TTY
www.nilp.org 1-800-845-6457 V

North East Recovery Learning Community 978-687-4288 V
<http://www.nilp.org/nerlc/>

Southeast CIL, Fall River 508-679-9210 V
www.secil.org

Statewide Independent Living Council 508-620-7452 V/TTY
www.masilc.org

Stavros, Inc., Amherst 413 256-0473 V
www.stavros.org 413-304-2411 VP
 (MA) only 1-800-804-1899 V

OTHER HELPFUL RESOURCES

Department of Conservation and Recreation 617-626-1250 V
www.mass.gov/dcr

Catholic Charities North (Salem) 978-740-6923 V
 Catholic Charities North (Lynn) 781-593-2312 V
 Catholic Charities North (Gloucester) 978-283-3055 V
www.ccab.org

Caregiver Homes – Senior/disabled home support 978-241-2062 V
www.caregiverhomes.com

COP Amputee Association (Wenham) 978-468-3447
www.copamp.org

D.E.A.F., Inc. 978-740-0394 TTY
 North Shore Satellite Office. 978-740-0329 V
www.deafinonline.org 978-910-0165 VP

Department of Mental Health
 Central Office Information and Referral 1-800-221-0053 V
www.mass.gov/dmh 617-727-9842 TTY

Eastern Middlesex ARC 781-942-4888 V
www.theemarc.org

Family & Children's Services 781-598-5517 V
 Parenting groups, counseling, guardianship with the elderly.
www.fcslynn.org/

Family Ties of Massachusetts 1-800-905-8437 V
www.massfamilyties.org/index.php 978-851-0829 TTY

Gay & Lesbian, Bisexual and Transgender Help Line support
 Mon – Fri 6:00PM-11:00PM 617-267-9001 V/TTY

Mass211 non-emergency 211 V
 711 TTY

Call Center Information & Referral line 1-877-211-6277 V
www.mass211.org 508-370-4890 TTY

Multi-Service Eating Disorders Association 617-558-1881 V
www.medainc.org

Massachusetts Aging and Disability Information State Virtual
 Gateway Portal for seniors and citizens with disabilities
www.massdil.org 1-800-642-0249 V 1-800-764-0200 TTY

Massachusetts Commission for the Blind 1-800-392-6450 V
Voice Directory 1-800-392-6556 TTY
www.mass.gov/mcb

Massachusetts Commission for the Deaf and Hard of Hearing
www.mass.gov/mcdhh 1-800-882-1155 V 1-800-530-7570 TTY

Mission of Deeds, Reading 781-944-9797 V
www.missionofdeeds.org

National Alliance on Mental Illness (NAMI) 1-800-950-6264 V
www.nami.org or www.namimass.org

National Empowerment Center 1-800-POWER2U (769-3728) V
Lawrence
www.power2u.org

Mental Health America 1-800-969-NMHA (6642) V
www.nmha.org

New England ADA & Technical Accessible 617-695-1225 V
IT Center 1-800-949-4ADA(232) V/TTY
www.newenglandada.org

New England INDEX Information on Disabilities 774-455-4056 V
www.disabilityinfo.org 1-800-642-0249 V
1-800-764-0200 TTY

Northeast ARC 978-762-4878 V
www.ne-arc.org 978-762-4873 TTY

North Shore Infant & Toddler Development Program
800-454-2727 V
Lynn 781-593-2727 V
Salem 978-744-7037 V
www.metrodaycare.com/childcare_provider/95552

Poison Control Center, 24hr hotline 1-800-222-1222 V
24hr hotline 1-888-224-5313 TTY
www.maripoisoncenter.com

Riverside Community Care, Dedham 781-329-0909 V
www.riversideecc.org

Ruby Rogers Advocacy & Drop-In Center 617-625-9933 V
Sun-Fri 8:00am - 5:00pm. Closed Saturdays. HP accessible.
64 Union Sq. Summerville

Salvation Army Salem 978-744-5181 V
www.salvationarmy.org Beverly 978-922-4522 V
Lynn 781-598-0673 V

St. Vincent de Paul Society, Lynn 339-440-5330 V
www.svdpboston.com

United Spinal Association 1-800-962-9629 V
Spinal Cord Resource Center
www.spinalcord.org

United States Department of Justice; 1-800-514-0301 V
ADA information 1-800-514-0383 TTY
www.ada.gov

United Way Mass Bay and Merrimack Valley (First Call for Help)
www.supportunitedway.org 617-624-8000 V

United Way of the North Shore 978-922-3966 V ext. 2002
<http://unitedwaymassbay.org/regions/north-shore/>

PERSONAL CARE ATTENDANT (PCA) RESOURCES

Boston Center for Independent Living 617-338-6665 V
www.bostoncil.org 617-338-6662 TTY

Greater Lynn Senior Services 781-599-0110 V
www.glss.net

Hire a PCA or PCAs looking for work at www.rewardingwork.org

Northeast Arc 978-762-4878 V
www.ne-arc.org

Northeast Independent Living Program 978-687-4288 V/TTY
www.nilp.org

Seniorlink 978-241- 2062 V
www.seniorlink.com

SENIOR SERVICES

AARP Massachusetts State office 1-866-448-3621 V
www.aarp.org 1-877-434-7598 TTY

Elder Services of Merrimac Valley 1-800-892-0890 V
www.esmv.org 978-683-7747 V
1-800-924-4222 TTY

Greater Lynn Senior Services 781-599-0110 V
www.glss.net 781-477-9632 TTY

Massachusetts Executive Office of Elder Affairs 617-727-7750 V
Age info line 1-800-243-4636 V
www.mass.gov 1-800-872-0166 TTY

Mystic Valley Elder Services 781-324-7705 V
www.mves.org

North Shore Elder Services 978-750-4540 V
Danvers, Mon-Fri: 8:00am-5:00pm 978-624-2244 TTY
www.nselder.org

SeniorCare, Gloucester 1-866-927-1050 V
www.seniorcareinc.org 978-281-1750 V
978-282-1836 TTY

COUNCILS ON AGING/SENIOR CENTERS

Beverly COA 978-921-6017 V
<http://www.beverlyma.gov/departments/council-on-aging/>

Danvers COA 978-762-0208 V
www.dcoa.org

Essex COA 978-768-7932 V

Gloucester COA 978-281-9765 V
<http://gloucester-ma.gov>

Hamilton COA 978-468-5595 V

Ipswich COA 978-356-6650 V
www.town.ipswich.ma.us/coa/

Lynn COA 781-586-8503 V
www.glss.net

Lynnfield COA 781-598-1078 V

Manchester-by-the-Sea COA 978-526-7500 V

Marblehead COA 781-631-6225 V

Melrose COA 781-665-4304 V

Middleton COA 978-777-4067 V

Nahant COA 781-581-7557 V

North Reading COA 978-664-5600 V

Peabody COA 978-531-2254 V
www.peabodycoa.org

Reading COA 781-942-6658 V

Rockport COA 978-546-2573 V

Rowley COA 978-948-7637 V

Salem COA 978-744-0924 V

Saugus COA 781-231-4178 V

Stoneham COA 781-438-1157 V

Swampscott COA	781-596-8866 V
Topsfield COA	978-887-1523 V
Wakefield COA	781-245-3312 V
Wenham COA	978-468-5529 V

SHELTER AND HOUSING

The Independent Living Center of the North Shore & Cape Ann, Inc. (ILCNSCA) is committed to providing housing information and referrals to all individuals with disabilities and to other interested parties.

We highlight the following:

- **ILCNSCA Guide to Finding Housing**
<http://www.ilcnsca.org/housing.php>
- **Mass Access** - Locate accessible and adaptable units in Massachusetts
www.massaccesshousingregistry.org
- **Community Action Programs** – Housing programs, advocacy, housing application information and finding emergency shelters
see page 9 of this guide
- **Domestic Violence shelters/safe houses**
See page 11, 12 of this guide

Action Inc., Gloucester www.actioninc.org 978-282-1000 V

Bridge House Family Shelter www.lsahome.org/ 781-593-3898 V

CHAPA Accessible Housing Registry

To search the Internet for an accessible vacant apartment in MA
www.massaccesshousingregistry.org 617-742-0820 V

Community Teamwork, Inc. (CTI) 978-459-0551 V
www.comteam.org

Division of Housing and Community Development (DHCD)
Division of Housing Stabilization Emergency Assistance Program,
1-877-418-3308 V 617-573-1140 TTY

Emmaus House, Haverhill www.emmausinc.org 978-241-3400 V

Housing and Urban Development <https://www.hud.gov/>

ILCNSCA Guide to Finding Housing
<http://www.ilcnsca.org/housing.php>

Lazarus House, Lawrence 978-689-8575 V
Restrictions: Sober night shelter only. In: 5:00PM – out: 8:00AM.
www.lazarushouse.org

Lifebridge 978-744-0500 V
www.lifebridgesalem.org

Lynn Emergency Shelter 781-581-6600 V
100 Willow St., Lynn
Arrive by 4pm to get on list for a bed.
www.lynnemergencyshester.org

Mass Coalition for the Homeless, Lynn 781-595-7570 V
Homeless education, furniture bank, Mon-Fri 8:00AM - 4:00PM
www.mahomeless.org

Metropolitan Boston Housing Partnership (MBHP) 617-859-0400 V
www.mbhp.org

Rosie's Place 617-442-9322 V
www.rosiesplace.org
Boston women - no children overnight.
Phone Mon-Fri 9:00AM-5:00 PM, Sat-Sun 10:00AM-3:00 PM

Citizens Inn Between Peabody; emergency shelter for homeless families
www.cahns.org/ 978-532-2372 V

The River House, Beverly
www.riverhousebeverly.org 978- 921-1304 V

Wellspring House, Gloucester
www.wellspringhouse.org 978-281-3558 V

SUBSTANCE ABUSE

AdCare Hospital
www.adcare.com 1-800-ALCOHOL(252-6465) V

Al-Anon Family Groups, MA
www.ma-al-anon-alateen.org 1-800-366-0556 V

Alcoholics Anonymous
www.aaboston.org 617-426-9444 V

American Cancer Society
 Smoking cessation program
www.cancer.org 1-800-227-2345 V

Lahey Health Behavioral Services
 Danvers Treatment Center
www.nebhealth.org 978 777-2121 V/TTY

Lahey Health Behavioral Services
 Beverly Clinic
www.nebhealth.org 1-800-334-5512 V

Mass Council on Compulsive Gambling
www.masscompulsivegambling.org 1-800-426-1234 V

Massachusetts Organization for Addiction Recovery
www.moar-recovery.org 617-423-6627 V

Project COPE
www.bridgewell.org/projectcope 781-581-9270 V

Baystate Recovery
www.baystaterecovery.com 1-800-270-2302 V

Substance Abuse
www.helpline-online.com 1-800-327-5050 V
 1-800-439-2370 TTY
 Mon-Fri 8am-10pm; Sat-Sun 9am-5pm

TRANSPORTATION

Many Councils on Aging provide transportation to Senior/Disabled residents. Please see Senior Service Section for listings on page 27.

American Cancer Society (Cancer related medical trips)
www.cancer.org 1-800-227-2345 V

Beverly Chamber, commuter shuttle 978-232-9559 V

Cape Ann Transportation Authority (CATA) 978-283-7916 V
 CATA Dial-A-Ride (For elders and persons with disabilities)
 Medical Healthlink Shuttle (Essex, Gloucester, Ipswich, Magnolia & Rockport)
www.canntran.com

Employment Express 978-825-7229 V/ 781-631-1942 V
 Employment transportation for Beverly, Danvers, Peabody, Lynn, Salem through the North Shore Career Center

Greater North Shore on the Move
 ADRCGNS, Inc. task force on transportation projects
www.gnsotm.org

MBTA Information Center 1-800-392-6100 V
www.mbta.com/

MBTA The RIDE 1-800-533-6282 V
 For those who cannot use public transportation due to a disability
www.mbta.com

Mobility Links-Transportation options in your community.
An ADRCGNS, Inc. program 1-888-499-5324 V
TDD 781-477-9632

SeniorCare Volunteer Drivers 1-866-927-1050 x377 V
(For transportation to medical appointment)

VETERANS SERVICES

Bedford Veterans Hospital 781-687-2000 or 1-800-838-6331 V

Boston Veterans' Hospital 617-232-9500 or 1-800-865-3384 V

W. Roxbury Campus 617-323-7700 or 1-800-865-3384 V
www.boston.va.gov/

Chelsea Soldiers Home 617-884-5660 V
www.mass.gov

Department of Veterans Affairs 1-800-827-1000 V
www.va.gov 1-800-829-4833 TTY

Department of Veterans Services 617-210-5480 V
www.mass.gov/veterans

Lynn Department of Veterans Services 781-598-4000 V
www.ci.lynn.ma.us/citydepartments_veterans

Department of Veterans' Services 1-888-844-2838 V
www.mass.gov/veterans/benefits-and-services

SAVE THE DATE!

**Are you attending our 30th Anniversary celebration on
Thursday, April 27, 2017 at the Kernwood Country**

**Club? RSVP by calling 978 741 0077 or via email to
gmurphy@ilcnsca.org with "ILCNSCA 30th
Anniversary" in the subject line.**

Upcoming 2017 Workshops and Peer Support Groups

Assistance with Completion of the
Universal Housing Application
Meets the first Wednesday of each month at 2:00 PM
By RSVP only to smcduff@ilcnsca.org or calling
to ILCNSCA office

LGBTQIA and Living with Disabilities Peer Run Support Group
Meets 3rd Thursday of each month at 1:30 PM RSVP to
dbarber@ilcnsca.org or calling to ILCNSCA office

Community Access Advocacy Team (CAAT)
Volunteers meet to discuss accessibility issues and develop
strategies to assess and mitigate accessibility barriers
throughout North Shore and Cape Ann. Monthly meeting on
2nd Wednesday at 1:30-2:30 PM at ILCNSCA office. Contact
Shawn McDuff at smcduff@ilcnsca.org or call office for more
information.

All People Accessible Business Project (APAB)
Volunteers meet to schedule, review, and gain training in
how to survey retail, office and entertainment businesses for
compliance with federal and state accessibility regulations.
Monthly meeting on 2nd Wednesday at 2:30-3:15 PM at
ILCNSCA office. Contact Shawn McDuff at
smcduff@ilcnsca.org or call office for more information.

STAY CONNECTED WITH ILCNSCA