

COVID 19 RESOURCE GUIDE

DOMESTIC VIOLENCE

Who	Service Provided	Contact Info	What to Expect When Calling
Safelink Hotline 24/7	Shelter finder, Resources, Support, Safety Planning	1-877-785-2020 TTY: 1-877-521-2601	English, Spanish, Portuguese + other languages offered. Someone will answer the call and direct person to what is needed.
Jeanne Geiger Crisis Center	24/7 Crisis Hotline, Advocacy, Counseling, Legal Assistance Support Groups, Trauma Support (adult and children)	(978) 388-1888 – Crisis Line (800) 439-0183 (TTY) (978) 834-9710 (Amesbury office) (978) 989-9361 (Children’s Trauma Program in Lawrence)	When calling, will be prompted to leave a message or dial the number of the person you are looking for. All offices are closed but support is provided via video or phone
Boston Area Rape Crisis Center (BARCC)	Medical advocacy, Legal Assistance, Counseling, Case-management, Support Groups	1-800-841-8371 www.barcc.org	Many programs moved to telehealth. By calling 800# provided, will be able to speak to someone immediately
BMC (Boston Medical Center) Domestic Violence Program	Crisis counseling, Safety planning, Advocacy	617-414-5457 Safety and Support Brochures in multiple languages: www.bmc.org/programs/domestic-violence-program	Calls will be answered on the same day or within 1 business day.
Jane Doe	Legal Advice, Advocacy, Support, Resource	745 Atlantic Ave Boston, MA 02111 617-248-0922 janedoe.org	To be transferred immediately press 1 or 2 to be redirecting to Safelink BARCC respectively Or, call the Community Helpline at 617-521-0108 or speak to a DV Advocate
REACH Beyond Domestic	Shelter, Advocacy, Therapy	PO Box 540024 Waltham, MA 02454	Staff working remotely but providing telephonic support. Dial “2” to be

Violence		Office: 781.891.0724 Hotline: 800.899.4000 Email: info@reachma.org	connected to a staff immediately. All office locations are closed.
HAWC – Healing Abuse, Working for Change	Legal services, shelter, residential, safety planning, Case-management	Hotline: 1-800-547-1649 (24/7) Offices in Gloucester, Lynn and Salem open 9:00-5:00 Salem: 978-744-8552 Gloucester: 978-283-8642 Lynn: 781-592-9900	Offices closed but calling area office numbers will get you to a staff person between 9:00-5:00pm or Hotline from 5:00pm-9:00am. Spanish/English available but also have translation services. Clients need to call on their own but can “conference” HAWK in to collaborate
YMCA Northeastern MA – Rape Crisis	Hotline, Counseling for victims and non-offending family members. **Accepting new clients via telehealth	20 Central Ave Suite 510 Lynn, MA 781-477-2313 (office) or 877-509-9922 (anytime)	24/7 hotline calls being answered and during business hours, call to the 781 number are being answered by the Director

MENTAL HEALTH

Who	Service Provided	Contact Info	What to Expect When Calling
Lahey Psychiatric Crisis Team	Psychiatric screenings, telephonic support	1-866-523-1216 978-744-1585	Not accepting walk-ins, screening first over the phone and making a determination. Emergency Departments functioning normally for psychiatric concerns.

NSMC Adolescent Partial Hospitalization	Psychiatric stabilization and support	57 Highland Avenue 2nd floor Salem MA 01970 Tel: 978.354.4500 www.Nsmc.partners.org/psychiatry	Physical location closed but providing telehealth support. Website provides list of services and referral form to complete. Voicemail also being checked regularly.
NSMC Inpatient	Inpatient	1 Dove Ave Salem, MA 01970 978-354-2450	Still accepting referrals. Call a crisis team or ER for direction.
Endurance Program	Partial Hospitalization for children 13-20. Short term stabilization	823 Lafayette Rd. Seabrook, NH 03874 Phone: (603) 760-1942 Fax: (603) 760-1949	Immediate openings. Doing telehealth from 12:00-5:15 daily for 3 weeks. Clinician can call to submit a referral. No school support at this time.
Baystate Behavioral Health	Ages 10+ Partial Hospitalization	150 Westfield Road Holyoke, MA 01040 413-794-5555	Accepting new patients only 10+ for telehealth. 9:30-12:30 daily with no school support at this time. Clinician can call to make referral
JRI - Justice Resource Institute	Mental Health/Substance Abuse for Adolescents	Email Christin Brown at cbrown2@jri.org regarding an ACRA-ACC referral	Immediate Openings for ACRA-ACC (Adolescent Community Reinforcement Approach Assertive Continuing Care)
Lahey Behavioral Health	In-home Therapy, Therapeutic Mentoring	280 Merrimack Street Suite 312 Lawrence, MA 01843 774-206-1125	Immediate openings for IHT (Lynn) and TM (Northshore)

SUBSTANCE ABUSE

Who	Service Provided	Contact Info	What to Expect When Calling
Lahey Health Behavioral	Substance Abuse	800 Cummings Center Suite 364-U	Assumed telehealth capabilities at this time.

Services A-CRA/Team Fourteen	supports for teens and families.	978-867-7137 teamfourteen@lahey.org http://www.teamfourteen.org/about-t14/forms/	
MYR – Motivating Youth Recovery	Detox and stabilization for 13-17(sometimes 18 year olds)	26 Queen Street Worcester, MA 508-860-1000	SU programs accepting new patients – Call number provided to speak to obtain information or complete form on http://www.communityhealthlink.org/chl/substance-abuse-treatment-and-recovery-programs/adolescent-substance-abuse-treatment/myr-menu/ submit and someone will call
RCA – Recovery Centers of America	Detox, residential or outpatient	(800) 732-6837 75 Lindall St, Danvers, MA (Northshore)	Accepting new patients 18+ Accepts most insurances including Tufts Masshealth Call 800 number above to reach their hotline for assistance and referrals
McLean Hospital	Multiple Services Offered	115 Mill St, Belmont, MA (800) 333-0338	**Resources/videos available on self-care during COVID-19 on their website https://home.mcleanhospital.org/covid-19-resources In-patient accepting new patients Outpatient is not at this time Call above phone number to be assisted in completing a referral.
Woburn Addiction Treatment	Substance Abuse programs including IOP	53 Cummings Park Woburn, MA 01801 781-463-5226	Accepting new patients 18+ via telehealth or in-person if needed. Call above number 24-hours a day to speak to someone
The Massachusetts Substance Use Helpline	Assistance in finding SU help/support	800-327-5050 https://helplinema.org/	Can find providers via website or by calling above 800 number
Substance Abuse and Mental Health Services Administration	24/7 helpline for referrals and support	800-662-4357 samhsainfo@samhsa.hhs.gov	Helpline is currently open and being answered 24/7. Will inquire about reason for calling and using a database to find active services/referrals

Helpline			
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EMERGENCY CONTACTS

Who	Service Provided	Contact Info	What to Expect When Calling
DCF – 51A Filing	Abuse and Neglect Reporting	https://sso.hhs.state.ma.us/VGPortal/faces/SelfReg.jspx?SelfRegU=SRwarProvider&_adf.ctrl-state=jsmjnwhrt_35	<p>Call Area office (see below) to report abuse or neglect. The operator will take information and present it to the Supervisor and will call you back.</p> <p>Still conducting “business as normal” although the way they interact with families may be remotely. DCF is still doing emergency removals or visits as needed and determined.</p> <p>After creating an account, chose: DCF Partner Services – to fill out and complete the electronic 51A form.</p>
Lahey Psychiatric Crisis Team	Psychiatric Assessments and Interventions	1-866-523-1216 978-744-1585 – Salem Office	<p>Areas served: Greater Boston, North Shore and the Merrimack Valley.</p> <p>Not accepting walk-ins, screening first over the phone and making a determination. Emergency Departments functioning normally for psychiatric concerns.</p>
Elliot Emergency Services	Youth Mobil Crisis Intervention	1-800-988-1111	<p>Areas served: Everett, Lynn, Melrose, Stoneham, Nahant, Swampscott, Lynnfield, North Reading, Wakefield, Malden, Reading, Medford, Saugus.</p> <p>Scheduling “home visits” via telehealth and still going to EDs to see individuals.</p>
MBHP Emergency Service Program – Multiple Locations	Psychiatric Assessments and Interventions	1-877-382-1609 https://www.masspartnership.com/pdf/MBHPESPDirectory.pdf	<p>Statewide hotline – will electronically provide the 800 number to the local mobile crisis team and emergency crisis team once the 5-digit zip code is entered.</p>