

**GENERAL CIVIL LEGAL SERVICES PROGRAMS**

The following programs provide free services within the priorities indicated. Program Intake hours are Monday - Friday, 9:00 am – 5:00 pm unless designated otherwise. Program hours and priorities may change during the month; please call individual programs to verify information.

**BOSTON COLLEGE LEGAL SERVICES LAB**

**885 Centre Street, Newton, MA 02459**

**[www.bc.edu/lab](http://www.bc.edu/lab)**

**Phone: (617) 552-0248 Fax: (617) 552-0593**

**CLOSED**

**Service Area for Eviction Defense and Public Housing Subsidy Termination:** Boston (all neighborhoods), Newton, Waltham, and Watertown.

**Service Area for Unemployment Appeals of Disqualification:** Eastern Massachusetts

**Languages of Advocates other than English:** Spanish (Intake Coordinator)

**Cases Handled (provides representation, no telephone advice):**

**Housing:** Eviction Defense; Public Housing Advocacy (denials, terminations)

**Government Benefits:** Public Housing Denials/Terminations; Unemployment Compensation

LAB now also provides representation (no telephone assistance) through its Juvenile Rights Advocacy Program (JRAP) in cases where families are involved with the **Department of Children and Families (DCF)** and the party seeking assistance is not entitled to a court-appointed attorney. Issues handled include supported 51B determinations, denial of young adult services, inappropriate provision of services, and relatives seeking placement and visitation of children in DCF custody.

**CAMBRIDGE AND SOMERVILLE LEGAL SERVICES (CASLS)**

**60 Gore Street Suite 203, Cambridge, MA 02141**

**[www.gbls.org](http://www.gbls.org)**

**(617) 603-2700 • Fax Line: 617-494-8222**

**Service Area (for non-elders, i.e., under 60 years old):** Arlington, Belmont, Cambridge, Somerville, Winchester, Woburn.

**Service Area (for elders, i.e., 60 and over):** Cambridge and Somerville only

**Languages of Advocates other than English:** Spanish

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish

**Cases Handled (non-elders; under 60 years old):**

**Government Benefits:** **OPEN** Denials, terminations, and issues relating to state benefits (TAFDC, SNAP, Mass Health, EAEDC, and EA shelter benefits). **CLOSED** for all federal benefits (SSDI/SSI denials and terminations, overpayments, etc.) for **June and possibly longer.**

**Housing:** Eviction cases at the NTQ and Summons and Complaint stages and (if public housing) at grievance stage. Tenant group issues. Denial of admissions to public housing, Section 8, or other subsidized housing (not denial of emg. status or transfers). Section 8 terminations.

**Mental Health And Disability Rights:** Considers cases where a mentally ill and/or disabled client believes his/her legal rights have been violated based on status as disabled person, including rights to services from mental health and other disability service agencies; Housing and Public Accommodation discrimination based on disability; Institutional Rights and discharge advocacy from psychiatric hospitals, nursing homes, and other institutional settings; Guardianship defense; Advocacy for Children's Behavioral Health Initiative (a.k.a. "Rosie D.") mental health services and special education cases for children with psychiatric disabilities.

**CASLS ELDER Unit Service Area (age 60 and above):** Cambridge and Somerville only

**ELDER Cases Handled:** Government benefits; Access to health care and mental health services; Housing (tenants only), including evictions (subsidized housing\*), denials of admission to public, Section 8, and other subsidized housing, and Section 8 terminations; Nursing home residents' rights. Guardianship defense; Protective service issues. Limited advice on consumer issues. \*CASLS will consider evictions of elders in private housing but only if the client meets CASLS income and asset limits.

**Family Law:** Located at GBLS; see GBLS Family Unit listing.

**Employment:** Located at GBLS; see GBLS Employment Unit listing.

**Immigration:** Located at GBLS; see GBLS Immigration Unit listing.

## **CHELSEA LEGAL SERVICES**

**214 Arlington Street, Chelsea, MA 02150**

**Phone: (617) 446-3037, Fax: (617) 655-9449**

**[www.chelsealegalservices.org](http://www.chelsealegalservices.org)**

During the COVID 19 Outbreak, for the safety of our clients and staff, meetings are held by appointment only. To apply for services, please call our phone number or use the online application.

**Intakes taken by phone and online at [www.chelsealegalservices.org](http://www.chelsealegalservices.org)**

**Service Area:** Chelsea, Revere, Lynn, East Boston

**Languages of Advocates other than English:** Spanish

### **Cases Handled:**

**Housing:** Private/Public/Subsidized housing eviction defense, terminations, conditions, discrimination.

**Consumer Law:** Bankruptcy (all chapters), General Consumer including Debt Collection Defense, auto dealers, and unfair and deceptive practices.

**COMMUNITY LEGAL AID, INC AND CENTRAL-WEST JUSTICE CENTER**

**Central Mass: 1 (800) 649-3718 • TDD (508) 755-3260**

**www.communitylegal.org**

**Intake Hours: Monday, Tuesday, Thursday, Friday 9:30 am to 12:15 pm; Wednesday 1:30 pm to 4:15 pm**

**Worcester Office:** 405 Main Street, 4th Floor, Worcester, MA 01608. (508)752-3718

**Springfield Office:** One Monarch Place, Springfield, MA. (413) 781-7814

**Northampton office:** 20 Hampton Avenue, Suite 100, Northampton, MA 01060. (413) 584-4034

**Pittsfield Office:** 152 North Street, Suite E-155, Pittsfield, MA 01201. (413) 499-1950

**Online Application:** [www.communitylegal.org](http://www.communitylegal.org)

**Service Area:** Central and Western Massachusetts.

**Languages of Advocates/Additional Staff other than English:** Spanish; French; Urdu; Hindi; Korean; Portuguese; Russian.

**Cases Handled (non-elders; under 60 years old):**

**Family:** Divorces, custody, visitation, and child support issues for custodial and non-custodial spouses if client is victim of domestic abuse. Will also handle restraining order cases if client is victim of domestic abuse. Also has an Uncontested Divorce Project for residents of Worcester or Hampden County, through which the agency will provide representation if no issues of custody, visitation, property division or alimony.

**Housing:** Eviction defense, foreclosure defense, housing discrimination (in Worcester County), denial or termination of subsidies, emergency homeless shelter, affirmative conditions claim.

**Public benefits/Medicare advocacy:** Limited TAFDC, EAEDC, food stamps, MassHealth, Commonwealth Care, Social Security, Disability and SSI, Medicare, and Unemployment cases.

**Immigration:** Humanitarian-based relief, including VAWA petitions for victims of domestic violence, U visas for victims of crime, SIJS petitions for abandoned/neglected minors, and some asylum cases. **(CLOSED for intake June -August)**

**Veteran:** Federal and State benefits; Service Upgrade and Service Classification

**Migrant Farmworkers:** (This is statewide project; any migrant worker experience issuing with immigration, housing benefits, wage, and hours, working conditions, family law can be referred).

**CLAVC/Victims of Crime Grant:** Any civil legal issue that is related to or arises out of being a victim of a crime, whether that crime has been reported or prosecuted.

**CORI and Expungement**

**ELDER Cases Handled:** Social Security, SSI, EAEDC, Veterans benefits, Railroad Retirement benefits, Food Stamps. Access to Health care-Medicaid, MassHealth, Medicare. Nursing home discharges, transfers, and quality of care issues. Guardianship/conservatorship defense. Elder abuse including financial exploitation. Evictions, public/subsidized housing denials/terminations, Homesteads, Healthcare proxies and Power of Attorneys

**DE NOVO**

**FORMERLY: COMMUNITY LEGAL SERVICES AND COUNSELING CENTER (CLSACC)**

**47 Thorndike Street, Suite SB-LL01 Cambridge, MA 02141**

**www.clsacc.org**

**(617) 661-1010 • Fax (617) 661-1011**

**Service Area:** Arlington, Belmont, Boston, Brookline, Cambridge, Chelsea, Everett, Medford, Somerville, Watertown.

**Languages of Advocates other than English:** Spanish (2 Attorneys, 1 BIA Accredited Representative; Asante (1 Attorney); Farsi/Dari (1 Intake Specialist).

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish (1 Administrative Assistant, 1 Case Manager)

**Cases Handled:**

**Housing:**

- Service area: Cambridge, Somerville, Arlington, Belmont, Medford, and Newton.
- Our intake criteria will be:
  - have received a notice to quit/notice of termination/notice of possible lease violation/cease and desist letter from their property owner
  - have been served court papers by their property owner/have an active eviction or housing court case
  - have received notice that their section 8 will be or has been terminated
  - have been denied public housing or a section 8 voucher or preference
  - have been locked out of their home by their property owner

**Government Benefits (SSI/SSDI):**

- Must be in the area we cover - Cambridge, Somerville, Medford, Everett, Chelsea, Arlington, Belmont, Brookline, Watertown, Boston (includes Dorchester, Roxbury, W. Roxbury, Mattapan, Allston, Brighton, E. Boston, Jamaica Plain, Roslindale, Hyde Park, Charlestown)
- What type of case? Denied, overpayment, reduction, termination

**Immigration:** *Services available STATEWIDE.*

- We will be opened to take five asylum cases on a first come; first served basis.
- SIJ, U-Visa, and VAWA cases will remain open.
- 6 weeks minimum before a court date if there is one and we are only able to help clients who have not yet had an individual hearing.

**Family Law: CLOSED**

- ~~Must be in the area we cover—Cambridge, Somerville, Medford, Everett, Chelsea, Arlington, Belmont, Brookline, Watertown, Boston (includes Dorchester, Roxbury, W. Roxbury, Mattapan, Allston, Brighton, E. Boston, Jamaica Plain, Roslindale, Hyde Park, Charlestown)~~  
Note: ~~Only Cambridge residents can be helped if there is not presence of domestic violence.~~

- ~~What type of case? Divorce, child support, custody, visitation, restraining orders.~~

\*Also offers individual, couple and group psychotherapy/counseling services in English on a sliding fee scale. Call main number to see if there are services available. Ask for the Clinical Director\*

## **DISABILITY LAW CENTER**

**Boston (617) 723-8455 • 1-800-872-9992**

**Northampton: (413) 584-6337 • 1-800-222-5619**

**www.dlc-ma.org**

**Email: intake@dlc-ma.org**

**Intake Hours:** DLC's voicemail system accepts messages 24/7. A request for assistance can also be completed [online 24/7](#).

Voicemails will receive a call back based upon issue and capacity. Voicemails or Online Requests received Mondays, Tuesdays, and Wednesdays 9am to 1pm will take priority. Reasonable accommodations can be requested by telephone or email.

**Service Area:** Statewide.

**Housing Cases Eligibility:** United Way of Massachusetts Bay and Merrimack Valley Service Area

**Languages of Advocates other than English:** Russian (1 Attorney); Spanish (1 Attorney, 1 Intake Specialist); Portuguese (2 Intake Specialists).

**Languages of Additional Staff who regularly assist clients in languages other than English:**

French and Spanish (1 Support Staff).

The Disability Law Center has contracted to work with Social Security's Representative Payment Program to monitor individual and nonprofit representative payees. Representative Payees provide financial management for the Social Security and SSI payments of Social Security beneficiaries who are not able to manage their own Social Security or SSI payments.

If you have clients who have Representative Payees and have questions or concerns about whether their Representative Payee is using their Beneficiary's benefits properly, or is fulfilling their responsibilities and duties correctly, *please refer them to the Disability Law Center*.

### **General information about services:**

DLC's Core Function is to keep people with disabilities safe from abuse and neglect wherever they live and where they receive services. DLC does most of this work by monitoring for abuse and neglect and investigating allegations of abuse and neglect as well as other systemic initiatives.

All services are free. There is no Massachusetts eligibility for unemployment income limits for services, but income may be a factor in case acceptance if capacity is limited.

DLC provides information and referral, advice, short-term assistance, and training so that we can use our limited resources by providing people with disabilities and their advocates with the tools they need for self-advocacy. DLC also takes some cases for legal representation. **Below is the list of types of cases DLC will take for individual representation:**

### **Abuse and Neglect Cases**

- DLC will accept allegations or complaints of abuse and/or neglect for possible representation, investigation, or monitoring. Individuals with disabilities who have allegations or complaints of abuse and neglect should be referred to DLC.

**Human Rights Cases**

- DLC will accept individual cases involving abuse and neglect, serious and systemic violations of human rights of individuals with mental health disabilities residing in facilities and individuals with developmental disabilities.
- DLC will evaluate cases for systemic litigation when an individual who is Deaf or Hard of Hearing encounters barriers related to communication access when interacting with law enforcement.

**Education Cases**

- DLC will accept a limited number of cases where students with disabilities are current beneficiaries of SSI/SSDI and need an accommodation in their college academic environment

**Employment Cases**

- DLC will provide information, advice, and referral to individuals who have received a notice of a work-related overpayment from Social Security Administration so they may become self-advocates and avoid future overpayment issues.
- DLC will accept a limited number of cases to provide limited advice and self-advocacy assistance for individuals who are current beneficiaries of SSI/SSDI and have experienced discrimination based on their disability.

**Health Care Cases**

- DLC will evaluate cases of individuals who are Deaf and Hard of Hearing who are denied access to effective communication in health care settings for systemic litigation

**Community Legal Aid for Victims of Crimes Cases**

- DLC's CLAVC project is focused on representation of individuals with disabilities who are victims of a crime when the issue they need help with is directly related to the crime they experienced. Individuals with disabilities who are a victim of a crime should call DLC to see if we have the capacity to provide legal assistance.

Based on capacity, DLC will accept cases for representation and/or information or referral if the issue is related to the crime the individual has experienced. Issues DLC will focus on include but are not limited to:

- Community Inclusion
- Employment
- Health Care
- Housing
- Human Rights
- Public Accommodations
- Special Education (abuse, neglect, restrain, seclusion, or bullying)

**COVID-19 Related Disability Discrimination Cases**

- Even in a crisis, people with disabilities have the right to live, work, learn, and access their community without discrimination or increased safety risks due to COVID-19. The response to the COVID-19 pandemic has highlighted many unsettling practices and policies of how individuals with disabilities are valued in our society.

Based on capacity, DLC will accept cases for representation and/or information or referral if the issue is directly related to disability discrimination as a response to COVID-19, including but not limited to:

- Community Inclusion
- Employment
- Health Care
- Housing
- Human Rights
- Public Accommodations
- Special Education (abuse, neglect, restrain, seclusion, or bullying)

**EASTERN REGION LEGAL INTAKE (ERLI)**

*A project of The Volunteer Lawyers Project*

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

**Phone Number(s): Local: (617) 603-1700 / Toll Free: (800) 342-LAWS (5297)**

**Intake Hours:** Monday, Wednesday, and Friday 9:00 a.m. to 12:00 p.m. & Tuesday and Thursday 12:30 p.m. to 3:30 p.m.

**Executive Director:** Joanna G. Allison, Esq.

**Call Center Supervising Attorney:** Natasha Lewis, Esq.

**Call Center Manager:** Chris Neighbours

ERLI operates a free legal intake phone line for low-income individuals seeking legal intake, information, advice, and referrals. ERLI handles intake for Greater Boston Legal Services, the Volunteer Lawyers Project and limited intake for Metro West Legal Services.

ERLI no longer offers walk-in service. However, requests for legal assistance may be submitted online at any time, except for Wednesdays at: [Get Help - Volunteer Lawyers Project \(vlpnet.org\)](http://www.vlpnet.org).

Callers must provide essential information about themselves such as contact information (name, date of birth, address), household size and income, amount of financial assets and immigration status to be screened for legal services. Callers who are not eligible for direct representation with an Eastern Region legal services program are provided legal information and/or referrals.

ERLI also screens client for eligibility for the Volunteer Lawyers Project court-based clinics and ERLI's advice panels. Information about the court-based clinics and advice panels can be found at [Why Volunteer: A Shared Experience - Volunteer Lawyers Project \(vlpnet.org\)](http://www.vlpnet.org).

ERLI's service area includes the service areas of the Volunteer Lawyers Project, Metro West Legal Services, and Greater Boston Legal Services.

**Area(s) Served:**

**City:** Acton, Allston, Arlington, Ashby, Ashland, Auburndale, Bedford, Bellingham, Belmont, Billerica, Boston, Braintree, Brighton, Brookline, Cambridge, Canton, Carlisle, Chelsea, Chestnut Hill, Cohasset, Concord, Dedham, Dorchester, Dover, East Arlington, East Boston, East Cambridge, East Watertown, East Weymouth, Everett, Foxborough, Framingham, Franklin, Grove Hall, Hingham, Holbrook, Holliston, Hopkinton, Hudson, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Marlborough, Maynard, Medfield, Medford, Medway, Melrose, Millis, Milton, Mission Hill, Natick, Needham, Newton, Newton Highlands, Newtonville, Nonantum, Norfolk, North Cambridge, Norwell, Norwood, Plainville, Quincy, Randolph, Revere, Roslindale, Roxbury, Roxbury Crossing, South Boston, Scituate, Sharon, Sherborn, Somerville, South Walpole, South Weymouth, Stoneham, Stow, Sudbury, Waban, Wakefield, Walpole, Waltham, Watertown, Wayland, Wellesley, West Roxbury, Weston, Westwood, Weymouth, Winchester, Winthrop, Woburn, Wrentham.

**GREATER BOSTON LEGAL SERVICES (GBLS)**

197 Friend Street, Boston, MA 02114  
(617) 371-1234

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

**GBLS ASIAN OUTREACH UNIT**

**Languages of Advocates other than English:** Chinese – Cantonese or Mandarin (3 Attorneys, 1 Paralegal); Vietnamese (1 Attorney; 1 Paralegal).

Serves Asian immigrant clients with linguistic and/or cultural barriers in the following areas:

**Employment:** Wage and hour, priority to groups of workers who share a legal issue and nail salon workers

**Immigration:** All areas, priority to Southeast Asians facing deportation and undocumented immigrants.

**Housing:** Eviction, priority to groups of tenants who share a legal issue

Also serves as an access point for Asian immigrant clients to legal services provided by any other GBLS unit.

**AOU Clinics:** We have replaced all community-based clinics with a phone line. For Cantonese, Mandarin, and Vietnamese speakers, call 617-603-1809, leave a message with your name, phone number, and the reason you are calling, and we will call you back that week.

**GBLS ELDER, HEALTH AND DISABILITY LAW UNIT**

*Formerly Greater Boston Elderly Legal Services*

**EHD Unit will be off intake for SSI, SSDI, and Overpayment cases from April 11<sup>th</sup>, 2022, to August 1<sup>st</sup>, 2022.**

**Eligibility:** No income guidelines. Client must be 60 or over and in greatest economic and social need.



**Service Area:** Acton, Arlington, Boston, Braintree, Bedford, Boxborough, Burlington, Cambridge, Carlisle, Chelsea, Cohasset, Concord, Everett, Harvard, Hingham, Holbrook, Hull, Lexington, Lincoln, Littleton, Malden, Maynard, Medford, Melrose, Milton, Norwell, Quincy, Randolph, North Reading, Reading, Revere, Scituate, Somerville, Stoneham, Stow, Wakefield, Weymouth, Winthrop, Wilmington, Winchester, Woburn.

**Elder Law:**

**Languages of Advocates other than English:** Haitian Creole (1 Paralegal); Spanish, (2 Paralegals)

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish (1 Secretary)

**Cases Handled (including advice and counsel, brief service, and full representation, as appropriate):**

**Housing issues (non-Boston residents ONLY; refer Boston elders to GBLS housing unit):**

Evictions only from public/subsidized housing; public/subsidized housing issues.

**Government benefits:** SSI, SSDI, Food Stamps, EAEDC, Veteran's benefits. Nursing Home issues. Health care access and Medicaid.

\*OPEN for SSI related cases (terminations, denials, overpayments) for elders, except disability, and except for CASLS\*

**Health Law:**

**Languages of Advocates other than English:** Spanish (1 Attorney and 2 Senior Paralegals); Haitian Creole (1 Senior Paralegal)

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish (1 Secretary).

**Cases Handled:**

The GBLS Health Unit is OPEN for Intake for SSI/SSDI disability cases with a PIA of less than \$1125 at the ALJ stage or higher. They will remain OPEN for Intake for all health-related cases, including Commonwealth Care, the Health Safety Net (formerly free care), and Medicare (see Medicare Advocacy Project listed below). SSI disability applications and SSI/SSDI application problems at the hearing stage; SSI/SSDI cases where the client has had an ALJ hearing, and the hearing has been continued so the client can get an attorney; SSI and SSI/SSDI termination problems only if termination is due to SSA claiming caller has medically improved. Will handle limited number of "fleeing felon" cases. SSA cases should be directly referred to Legal Services Center if within their jurisdiction. "Age 18 reviews": disability cases where a child has been on SSI and is now being evaluated as an adult.

**WILL NOT HANDLE:** Cases at initial or reconsideration stage; SSI/SSDI overpayment cases; SSI financial issues; SSA paternity related issues; Representative Payee issues; private short term or long-term disability (LTD) insurance claims. Also, will not take cases that have been denied at the Administrative Law Judge or Appeals Council stage, and client was represented.

**Health Care Access:** Advice, counsel, and full representation in access to public health insurance programs such as MassHealth, including CommonHealth, CMSP, the Health Safety Net (formerly hospital uncompensated care or free care); MA health reform act programs such as Commonwealth

Care (in addition to usual referrals re: eligibility denials and terminations, please refer callers who are seeking or have been denied Commonwealth Care premium waivers or individual mandate penalty waivers. Access to public health insurance programs includes eligibility denials or terminations; denials of prior approval for services, or another problem with accessing services. If caller has no health insurance, and wishes to speak to someone about it, refer to Unit.

**GBLS Children's Disability Project (CDP)**

The Children's Disability Project (CDP) provides advocacy for children under age 18, who have been wrongfully denied Supplemental Security Income (SSI) benefits. We accept cases at all levels of administrative appeals and Federal Court. CDP provides limited advice to parents on their rights to Special Education for their children.

The legal definition of children's disability is different from the common notion of a disabled child. For example, a child is considered disabled if he/she is under age 18 and has a physical or mental condition that can be medically proven and which results in marked or severe functional limitations, and the condition must have lasted or be expected to last at least 12 months or result in death.

NOTE: CDP will perform a comprehensive merit assessment of each case before deciding on legal representation. Assessment will include a review of all pertinent records including treating sources (medical records), school, day-care providers, counselors, and other professionals who may have information about the child's level of functioning.

**GBLS School to Prison Pipeline Intervention Project**

*Contact Elizabeth McIntyre at 617-603-1659*

**School Discipline cases:** any Boston Public School (BPS) student who has been served with notice of a threatened suspension or expulsion.

**Children's Behavioral Health Initiative (CBHI) cases:** Boston families/children who either currently have MassHealth-funded CBHI services (home-based mental health services and supports) and need advocacy related to those services, or who want CBHI services but are having difficulty accessing them.

**Special Education cases:** BPS students who need special education advocacy and either:

- Have an emotional or behavioral disability OR
- Fit into one of the following categories
  - o Department of Youth Services-involved
  - o Department of Children and Families-involved
  - o Homeless
  - o Suspended or expelled within the last year
  - o Attending an alternative education school or have an IEP placement in a therapeutic school.

**GBLS MEDICARE ADVOCACY PROJECT (MAP)**

*Located at GBLS: 1-800-323-3205 or can be contacted through ERLI: 617-603-1700*

**Service Area:** STATEWIDE (except for areas served by Community Legal Aid (including – Worcester, Holyoke, Springfield) and South Coastal County (SCCLS including Brockton, Fall River, Hyannis, New Bedford).

**Eligibility:** No income guidelines. Caller must be Medicare eligible.

Assists elders and person with disabilities with Medicare and Medicare related matters. Provides advice, referral, brief service, and full representation as appropriate in following types of cases.

**Cases handled:**

**EMERGENCY:** IF CALLER WILL RUN OUT OF MEDICATION WITHIN THE WEEK

**Wrongful denial of coverage of benefits and services to which caller is entitled**

**Medicare Part A:** hospital stays, observation vs. admissions, premature discharges, skilled nursing facility stays, hospice care, home health care.

**Medicare Part B:** physician services, durable medical equipment, ambulance services, oxygen therapy, preventative care, multiple outpatient services, limited medications.

**Part B enrollment problems:** Part B premium penalties for late enrollment; delayed onset date; termination of coverage for failure to pay premiums.

**Part C:** Medicare Advantage Plans (HMO, managed care plans; fee for service plans; etc.) enrollment dates, eligibility issues; coverage issues; broker/agent issues.

**Medicare Part D prescription drug issues:** enrollment, low-income subsidy eligibility aka Extra Help; penalties for late enrollment; medication denials; transition from MassHealth to Part D.

**Other:** Prescription Advantage issues; MassHealth Buy-In; Senior Buy-In.; termination of coverage due to lack of improvement (“Jimmo” cases); termination of coverage due to non-payment of premiums.

**GBLS EMPLOYMENT LAW UNIT**

**Languages of Advocates other than English:** Spanish (2 Attorneys and 1 Paralegal); Portuguese (1 Attorney); Haitian Creole (1 Administrative Assistant). Interpreters will be provided free of charge to clients in any language.

**Client Priorities:** Clients must either:

- be living with their minor children; OR
- have lost a job at which their gross income was \$50,000 or less, OR
- have difficulty communicating in English, OR
- have other reasons why a lack of representation will be especially difficult i.e., difficulty articulating problem, illiteracy, low level of education, cultural or disability barriers, OR
- the cases involve day labor or other temporary work issues, OR
- domestic workers; OR
- client is encountering barriers to employment or other opportunities because of CORI.

**Cases Handled:**

**Unemployment Cases:** **\*PLEASE NOTE: Will NOT take referrals for callers who are looking for help with UI or other employment issues because they have been terminated for**

**noncompliance with vaccination requirements\*** | Will handle all Unemployment Insurance and Pandemic Unemployment Assistance appeals at any stage if benefits have been denied or employer has appealed initial grant of benefits. Will handle all issues pertaining to access problems due to the unemployment agency's UI Online program, access to extended UI benefits to participate in training, and UI and PUA overpayments and attempts to get waivers of overpayments.

**Domestic workers:** Accepting all cases for domestic workers (nannies, housekeepers, care givers of people with disabilities and the elderly) with unemployment, wage and hour, tax, labor trafficking, retaliation, or related immigration issues.

**Access to Training:** Will handle cases for clients attempting to secure job training and extended unemployment benefits through the unemployment system, the trade adjustment act, or through the one-stop career centers. Representation of Community-Based Organizations: Will handle employment related advocacy issues and provide workers' rights training and assist with administrative or legislative advocacy.

**Wage and Hour Cases:** For immigrants only, wage and hour issues where the amount owed is \$1,000 or more.

**CLOSED The GBLS Low Income Taxpayer Clinic (LITC):** This project provides free tax assistance and representation to low-income taxpayers who have issues with the Internal Revenue Service or MA Department of Revenue. The LITC does not prepare routine tax returns since Volunteer Income Tax Assistance / VITA and Tax Counseling for the Elderly / TCE sites provide this service during tax season. Priorities are immigrant families or disabled persons with any tax controversy (frozen/delayed refunds; audits; collections; ITINs needed or denied); bank or wage levies; Economic Impact Payment filings or delays.

Clients seeking assistance should call (617) 603-1569, or email [litc-intake@gbls.org](mailto:litc-intake@gbls.org).

### **Alternative Resources**

There are 4 LITC locations in Massachusetts providing services to taxpayers who are low income or who speak English as a second language (ESL). DOR and IRS grants allow these clinics to provide more assistance with state-specific tax issues. The clinics do not provide current year tax preparation services but may be able to help qualifying taxpayers with collection matters, audits, appeals or responses to DOR and IRS notices.

- Boston – Greater Boston Legal Services LITC (800) 323-3205
- Jamaica Plain – Legal Services Center of Harvard Law School LITC (866) 738-8081
- Lynn – Northeast Legal Aid LITC (978) 458-1465
- Springfield – Springfield Partners LITC (413) 263-6500
- IRS Taxpayer Advocate at (617) 316-2690
- MA DOR Office of the Taxpayer Advocate at (617) 626-2280

### **CORI and Re-entry Project**

**cori@gbls.org**  
**617-603-1554**

Zoom Clinics open to anyone on 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays of every month from 2:00PM – 4:00PM (starting 10/28/2020). Register for these clinics at <https://www.surveymonkey.com/r/XZHQCMM>

1. People seeking to seal their records.
2. People seeking expungement of their records.
3. Appeal of CORI sealing petitions denied by a judge.
4. People wrongly denied the right to seal cases by the Commissioner of Probation due to a larceny case of \$1200 or under \$1200 being treated as a felony although the felony larceny threshold of \$250 was increased to \$1200 so these amounts are now misdemeanors and have only a 3-year waiting period under new law.
5. Cases where a judge ordered sealing or expungement, but the Commissioner of Probation will not seal or expunge the CORI as ordered.
6. Violations of BAN the BOX where a job application asked for CORI info.
7. People with Juvenile Court Youthful Offender cases on their CORI. These should no longer be on CORI due to change in law.
8. People who were denied or may be denied a professional license (driving instructor, real estate appraiser, etc.) by an agency because of their CORI especially where: (1) the application asks about arrests and/or non-convictions; or (2) the application does not warn people not to list sealed records.
- 9. People who were denied or terminated from employment at a ride sharing service (Lyft, Uber, etc.) on account of their CORI.**

**Note:** Clients must live in Boston or have some cases to seal in a Boston area court to use these clinics. Advice, limited representation, or full representation provided.

### **The Clemency Initiative**

**clemency@gbls.org**

**617-603-1545**

The Clemency Initiative at Greater Boston Legal Services is accepting new clients interested in filing for a commutation or a pardon from the Governor.

\*Please note, we are committed to prioritizing Black, Indigenous, and People of Color (BIPOC), and LGBTQ+ people. If you were denied clemency, you must wait at least 1 year to re-apply.

### **Commutation Eligibility**

People who are serving a Massachusetts state court (not federal) sentence who are:

- **Not eligible for parole.**
- Not currently waiting for court decisions, appeals, and there are no pending cases against you.
- No violations of prison institutional rules in the past year.
- Served at least 15 years of a sentence for murder.
- Participated in programs (education, training, self-improvement, etc.) as offered.
- Participation in military, public, or charitable service.
- Participation in rehabilitation, education, mentoring, other self-development programs.
- Provided substantial assistance to law enforcement.

- Accepted responsibility for actions.

Pardon Eligibility

- Released from prison.
- At least 5 years without new misdemeanors after release, parole, or probation.
- At least 10 years without new felonies after release, parole, or probation.
- Positive contributions to your community.
- Paid restitution as ordered.
- Participated in restorative justice program.
- Past military, public, or other community or charitable service.
- Participated in rehabilitation, education, mentoring, other self-development programs.
- Accepted responsibility for actions you committed.
- Denied a job or last other opportunities because of your offense.

If you are incarcerated and interested in our help, send a letter with your name and prison ID number to: Lucie Gulino, Clemency Initiative, Greater Boston Legal Services, 197 Friend St. Boston, MA 02114.

**GBLS FAMILY LAW UNIT**

**Languages spoken other than English:** Spanish (5 attorneys, 2 paralegals, 1 secretary), Gujarati, Hindi (1 attorney), Portuguese (1 paralegal). Interpreters available at no charge for all other languages.

**Priority cases/clients for Family Law/Domestic Violence cases (Domestic Violence Legal Assistance Project (DVLAP):**

- Victims and survivors of domestic violence with custody of children
  - Where opposing party is the perpetrator and the children's other parent
  - With a contested family court matter with perpetrator as opposing party
    - Custody-support-parenting time
    - Paternity
    - Divorce
    - Separate Support
    - Contempt
    - Modifications
- Victims and survivors of domestic violence who were:
  - Denied a 209A restraining order by District Court OR Probate and Family Court
  - Have a 209A extended for less than one year by District Court OR Probate and Family Court
  - Have a case where both parties have 209As against the other

**Priority cases/clients for Civil Legal Advocacy for Victims of Crime (CLAVC) (no income restrictions)**

- Victims and survivors of domestic violence with custody of children who are over income for DVLAP
  - Where opposing party is the perpetrator and the children's other parent
  - With a contested family court matter with perpetrator as opposing party
    - Custody-support-parenting time
    - Paternity
    - Divorce
    - Separate Support
    - Contempt
    - Modifications
  
- Victims and survivors of domestic violence with no children with opposing party
  - Where opposing party is the perpetrator
  - With a contested matter in family court
    - Divorce
    - Separate Support
    - Contempt
    - Modification
  
- Victims of crime who need legal services because of the crime perpetrated against them.
  - Examples (not a complete list):
    - 209A Restraining Orders
    - Guardianship of minor cases in Probate Court (No juvenile court cases)
    - Pre-petition DCF cases (No juvenile court cases)
    - Evictions based on domestic violence and other crimes
    - Identity Theft
    - Wage theft

**Other services available**

- Court based restraining order programs
  - Suffolk County Probate and Family Court Domestic Violence Project
    - Physical office is closed during pandemic
    - Call 617-603-1520 to reach duty advocate
  - Middlesex County Probate and Family Court SAFEPLAN project
    - Physical office is closed during pandemic
    - Call 781-384-0370
  
- Relocation Counseling Project
  - Provides telephone counsel, advice, limited representation for victims of domestic violence and other crimes regarding legal rights and responsibilities when victim is contemplating leaving Massachusetts to escape crime or fleeing to Massachusetts to obtain safety. Does NOT provide financial support.
  - Call 617-603-1557 to reach duty advocate

**GBLS HOUSING UNIT**

**Service Area for Housing Cases:** Boston, Braintree, Brookline, Canton, Chelsea, Cohasset, Everett, Hingham, Holbrook, Hull, Malden, Medford, Melrose, Milton, Norwell, Quincy, Randolph, Revere, Scituate, Stoneham, Wakefield, Weymouth, Winthrop.

**(Only send housing cases from Newton, Waltham, or Watertown to GBLS if BCLAB is closed.)**

**Cases Handled:**

**Evictions:** Pro Se Clinic: Mondays at 9:30 am by appointment, walk-ins permitted if space allows. Clinic provides overview and assistance in filing paperwork in response to eviction hearings. Also, individual representation and advice in eviction matters.

**Public/subsidized housing issues:** GBLS Housing unit will take section 8 terminations where the client has exhausted their administrative appeals and is within 30-60 days of the decision. Limited representation in obtaining subsidy or admission to public housing or if is having problems with a subsidy. Emergency Shelter Issues. Will handle cases involving EA (Emergency Assistance). Limited intake for shelter location issues if related to disabilities, employment, or education. No assistance regarding shelter conditions.

**GBLS IMMIGRATION UNIT**

GBLS Immigration Unit will handle asylum cases; cases involving domestic violence, sexual assault, and other crimes; and unaccompanied minors. Telephone Intake messages can be left requesting callbacks at **617-603-1808** and calls will be returned as time permits.

**Languages of Advocates other than English:** Spanish (2 Attorneys, 1 Paralegal); French (1 Attorney); Portuguese (1 Attorney); Haitian Creole (1 Paralegal).

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish (1 Intake Paralegal, 1 Secretary); Haitian Creole (1 Secretary/Paralegal); French (1 Volunteer Attorney).

**GBLS WELFARE LAW UNIT**

**Languages of advocates fluent in languages other than English:** Spanish (1 Attorney); Portuguese (1 Attorney); Cape Verdean Creole (1 Paralegal). WLU uses interpreters for other languages and for these languages as needed.

**Cases handled:**

Other than as limited below, the WLU considers any type or stage of **Child Care, TAFDC, EAEDC, and Food Stamp (SNAP)** cases. (Neither DTA nor TAFDC need be involved in childcare cases.) WLU also helps clients who have not filed for the federal **Economic Impact (stimulus)**

**Payment** or have not gotten theirs and do not know what to do.

**Cases not handled:**

Cases in which the Bureau of Special Investigations is proceeding with seeking issuance of a criminal complaint against the client.

1. Cases for clients covered by the Elder Unit; and
2. Cases covered by the CASLS office.



## **GBLS CONSUMER RIGHTS PROJECT**

### **Cases Handled:**

Debt collection cases  
Credit reporting issues  
Consumer Scams  
Alternative Energy/Utility Supplier Cases  
Debt Settlement (where clients pay a company to supposedly settle their debts) Bankruptcy cases (Ch.7) if we have capacity  
Foreclosures

### **We will not take:**

#### **Car Repossession and ANY other “car cases:”**

- **The unit is, however, interested in speaking to potential CLs who had their car seized AS PART OF a collection for UNRELATED car debt. (i.e., not a car repossession but part of a collection action).**

**Small Claims Clinics:** GBLS represents low-income debtors in debt collection cases in small claims court on a limited assistance basis at the following locations:

- Roxbury Municipal Court on Wednesdays at 1pm
- Chelsea District Court on Wednesdays at 9am

The Volunteer Lawyers Project hold additional clinics.

## **HARVARD LEGAL AID BUREAU (HLAB)**

23 Everett Street, First Floor, Cambridge, MA 02138  
(617) 495-4408 • Fax (617) 496-2687

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

**Housing Intake Hours:** Monday, 9 AM – Noon and 5 PM – 7 PM

**Wage & Hour Intake Hours:** Wednesday, 9 AM – Noon and 5 PM – 7 PM

### **Service Area (by Area of Law):**

**Family Law, Government Benefits, and Wage & Hour Cases:** Acton, Arlington, Ashby, Ashland, Ayer, Bedford, Belmont, Billerica, Boston (Allston, Brighton, Charlestown, Dorchester, Hyde Park, Jamaica Plain, Mattapan, Roslindale, Roxbury, West Roxbury), Boxborough, Burlington, Cambridge, Carlisle, Chelmsford, Chelsea, Concord, Dracut, Dunstable, Everett, Framingham, Groton, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Littleton, Lowell, Malden, Marlborough, Maynard, Medford, Melrose, Natick, Newton, North Reading, Pepperell, Revere, Somerville, Tewksbury, Townsend, Tyngsborough, Wakefield, Waltham, Watertown, Wayland, Westford, W. Townsend, Weston, Wilmington, Winchester, Winthrop, and Woburn.

**Housing Cases:** Boston (Allston, Brighton, Charlestown, Dorchester, East Boston, Hyde Park, Jamaica Plain, Mattapan, Roslindale, Roxbury, South Boston, South End, West Roxbury), Cambridge, and Somerville.

**Cases Handled:**

**CLOSED Family Law: (note different service area)** Divorce, 209A issues, child support, custody, contempt, etc. Priority for custodial parents and cases involving domestic violence, restraining order against opposing party or kidnapping/threat to kidnap.

**CLOSED Housing: (note different service area)** Evictions private, public, or subsidized housing at Notice to Quit or Summons and Complaint Stage. Section 8 voucher terminations at court appeal stage only.

**CLOSED Government Benefits: (note different service area)** SSI/SSDI—ALJ stage, no strict overpayments.

Unemployment benefits—DUA hearings at the Boston office only.

**Wage and Hour:** Representation to clients who have not been paid the wages, overtime, and other compensation they have earned.

**CLOSED Special Immigrant Juvenile Status (SIJS):** Represents juveniles seeking special immigrant juvenile status in family court.

**HARVARD TRANSACTIONAL LAW CLINICS**

6 Everett Street – Suite 103, Cambridge, MA 02138

(617) 998-0101 • Fax: (617) 998-0146

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

**Service Area:** Boston Metropolitan Area.

**Eligibility & Fees:** No income guidelines. Fees are based upon clients' ability to pay. In most cases, below-market rates are set on a flat-fee basis. Free services are available to those who qualify.

**Program Description:** Provides legal services to individuals and organizations for business, nonprofit, real estate, and entertainment transactions. Provides legal services to small businesses and entrepreneurs, homeowners, community development corporations, artists, producers, non-profit organizations as well as various community and economic development organizations and social service providers.

**Cases Handled:**

**Small Business & Non-Profit Organizations:** business formations; contract preparation and review; business permits; licensing; financing; customer and contractor agreements; trademarks; employee and confidentiality agreements; business sales and acquisitions; partnership and shareholder agreements; corporate governance and compliance reviews; applications for tax-exempt status and with regulatory compliance for non-profit organizations.

**Real Estate:** Residential and commercial purchases, sales, and leasing; residential and commercial development; condominium conversion; affordable housing and community revitalization; zoning.

**Music, Arts and Entertainment:** Artist and company representation; copyright and trademark registration; contract drafting and negotiations; rights releases and licensing; music, visual and literary arts counseling.

**JEWISH FAMILY & CHILDREN'S SERVICE – BET TZEDEK LEGAL SERVICES (JF&CS)**

**1430 Main Street (Rte. 117), Waltham, MA 02451**

**[www.jfcsboston.org](http://www.jfcsboston.org)**

**Intake Line: (781) 693-1333**

**Eligibility:** Income 200% or below the Federal Poverty Guidelines, limited assets.

**Service Area:** Greater Boston.

**Languages of Staff who regularly assist Clients in languages other than English:** Russian.

**Cases Considered:**

JF&CS Bet Tzedek is currently closed for new intake for Benefits matters. JF&CS Bet Tzedek has limited ability to provide referrals to pro bono attorneys in the areas of Elder Law, Consumer Law, Bankruptcy, Housing, Trusts & Estates, and Family Law (discrete issues only). JF&CS Bet Tzedek can also provide general information in these areas. Extremely time-sensitive matters cannot be considered for referral to pro bono attorneys. JF&CS Bet Tzedek can access the many resources of the agency and refer callers to additional programs including the Hunger and Nutrition program, Journey to Safety (domestic abuse) program, Disabilities Resource Network, Senior Services and more.

**LAWYERS CLEARINGHOUSE**

**7 Winthrop Square, 2<sup>nd</sup> Floor, Boston, MA 02110**

**[www.lawyersclearinghouse.org](http://www.lawyersclearinghouse.org)**

**(617) 544-3434**

The Lawyers Clearinghouse (LC) operates free legal clinics at nine Boston-area homeless shelters and agencies. To qualify, clients must be homeless, using shelter services, or be otherwise income eligible for free legal services. The LC tries to help with most civil legal issues and commonly assists clients with housing, social security, CORI, and immigration cases. The LC does not handle domestic relations cases (divorce, child support, custody) or represent defendants in criminal trials. Clients should sign up in advance, if possible, by contacting the representative listed for each shelter below. Clients who are unable to sign up in advance may still attend a clinic. Each clinic starts at 9:30am.

**LEGAL SERVICES CENTER OF HARVARD LAW SCHOOL**

**122 Boylston Street, Jamaica Plain, MA 02130**

**[www.legalservicescenter.org](http://www.legalservicescenter.org)**

**(617) 522-3003 • Fax (617) 522-0715**

**Intake Hours:** Varies by practice area— please call for schedule.

**Service Area:** Greater Boston

**Languages of Advocates other than English:** Spanish, Russian, German

**Languages of Additional Staff who regularly assist clients in languages other than English:**  
Spanish (1 Interpreter/Receptionists, 1 Case and Business Manager)

**Cases Handled:**

**Consumer Law:** Consumer debt collection defense, bankruptcy.

**Federal Tax Clinic:** Audit reconsiderations, Offers in Compromise, Installment Agreements, IRS Liens and Garnishments, Innocent Spouse Claims, Dependency Exemptions, Child Tax Credit, Earned Income Credit, Tax Court, and more. Intake Line: 617-390-1729

**Government Benefits:** SSI and Social Security, SNAP/Food Stamps. Intake Line: 617-390-2524

**Housing:** Eviction cases with a focus on the housing issues of survivors of domestic violence and sexual assault.

**Student Debt:** Federal, private, and institutional debt, with a focus on for-profit Colleges. Intake hotline: 617-390-2669

**Veterans and Family Members of Veterans:** Federal veterans benefits appeals (e.g. service connected disability, pension, dependency and indemnity compensation (DIC), etc.), Massachusetts veterans' services benefits (Ch. 115), discharge upgrades/correction of military records, LGBT veterans rights, estate planning, estate administration, guardianship, conservatorship, access to other public benefit programs, access to healthcare, student loan debt, tax/IRS issues, and certain other civil matters. Intake Line: 617-390-2525

**MENTAL HEALTH LEGAL ADVISORS COMMITTEE (MHLAC)**

**100 Hancock Street, 10<sup>th</sup> Floor, Suite 1002**

**Quincy, MA 02171**

**(617) 338-2345, Press 1 "for legal help" • 1-800-342-9092 • Fax (617) 338-2347**

**[www.mhlac.org](http://www.mhlac.org)**

**Intake hours:** Voicemail system accepts messages 24/7. Intakes are conducted by phone, during regular business hours. Unable to accept walk-ins.

**Services Provided:** Primarily provides information, pro se advice, materials, and referrals on an array of legal areas. Income limits may apply.

**Language of Advocates other than English:** Spanish (1) and Portuguese (1)

**Service Area:** Statewide

**Cases Handled:** MHLAC may provide representation to people who have legal concerns in the following areas; where there is some reason to believe that they have a mental health condition:

**Mental Health Services**

- DMH Eligibility Denials • Denial or termination of DMH's Community Based Flex Supports (CBFS) services.
- Denial or termination of MassHealth's Children's Behavioral Health Initiative (CBHI) services.

**Education**

- Denial of appropriate educational services to youth under 22 years old confined in a DYS or DMH run facility, county jail, or prison.
- Exclusion from school because of school disciplinary action or arrest, including the failure to provide adequate alternative education.
- Discrimination in public schools due to mental health, including failure to provide adequate curriculum and services.

- Restraint and seclusion.

**Employment/Insurance**

- Discrimination in employment or workplace benefits
- Private Disability Insurance (Income Replacement) - Denial or termination from short or long-term disability, where the disability is based on a mental condition.
- Health Insurance-denial of coverage for mental health services or out-of-network providers.

**Family Law**

- Custody of or parenting time with their children.
- Termination or denial of DCF services.

**Jail and Bridgewater State Hospital**

- Denial of mental health care.
- Restraint and seclusion.

**Medical Treatment Discrimination**

- Dismissal of physical health concerns by a health provider because of a person's psychiatric history.
- Allegations of improper disclosure of confidential mental health treatment information.

**Mental Health Facilities & Emergency Room**

- Allegations of mistreatment and rights violations in hospital emergency rooms or mental health facilities.
- Restraint and seclusion.

**Residential**

- Eviction or threat of eviction from DMH group home (supported housing) settings.
- Restraint and seclusion.

**MHLAC PROJECTS**

**Clubhouse Family Legal Support Project:** (see domestic relations priorities as listed above) with preference for clients involved with a clubhouse and/or DMH services. Call MHLAC Intake Line to do intake for this collaborative project.

**DYS Project:** Representation on civil matters to youth adjudicated delinquent and involved with DYS including both confined youth and youth residing in the community, particularly education, and mental health issues.

**METRO WEST LEGAL SERVICES**

**63 Fountain Street, Suite 304, Framingham, MA 01702**  
**(508) 620-1830 • 1-800-696-1501 • Fax (508)-620-2323**

**[www.mwlegal.org](http://www.mwlegal.org)**

**Service Area:** Acton, Ashland, Bedford, Bellingham, Carlisle, Concord, Dedham, Dover, Foxborough, Framingham, Franklin, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Marlborough, Maynard, Medfield, Medway, Millis, Natick, Needham, Norfolk, Norwood, Plainville, Sharon, Sherborn, Stow, Sudbury, Walpole, Wayland, Wellesley, Weston, Westwood, Wrentham.

**Cases Handled:**

**ADVICE ONLY Family Law:** Full-representation or advice on divorce and custody cases for victim/survivors of domestic violence. Advice for Plaintiff's in 209A cases.

**CLOSED Government Benefits:** ~~Will handle welfare cases (TAFDC, EAEDC, SNAP), SSI, unemployment, SSDI and Mass Health cases.~~

**Housing:** Cases involving public housing evictions, tenant based or project-based subsidies with court date or Notice to Quit, Section 8 terminations, and mortgage foreclosures. For private housing (moved tenant-based subsidy) cases at the Summons and Complaint stage, please continue to refer to MWLS pro se Housing clinic regardless of court.

**CLOSED Special Education:** ~~Will handle cases involving special education for children, such as IEP issues, 504 planning and civil rights matters. Will also accept discipline cases for children not involved in special education.~~

**ADVICE ONLY Immigration:** No longer providing services immigration services in Worcester County. Will assist immigrant victims of domestic violence with their immigration matters including VAWA self- petitions, U Visa Petitions, T Visa Petitions, Special Immigrant Juvenile Status, and asylum applications.

**PARTIAL PBI:** Bankruptcy only ~~Maintains pro bono panel for: divorce; wills, powers of attorney and health care proxies; bankruptcies and CORI Sealing.~~

**CLOSED ELDER Project Service Area:** Ashland, Belmont, Brookline, Canton, Dedham, Dover, Foxborough, Framingham, Holliston, Hopkinton, Hudson, Marlborough, Medfield, Millis, Natick, Needham, Newton, Norfolk, Northborough, Norwood, Plainville, Sharon, Sherborn, Southborough, Sudbury, Waltham, Walpole, Watertown, Wayland, Wellesley, Westborough, Weston, Westwood, Wrentham

**CLOSED ELDER Cases Handled:** ~~Government benefits, SSI/SSDI, health benefits, housing, nursing home issues, bankruptcies, wills, divorces, health care proxies (HCP), power of attorney (POA), and unemployment.~~

**NEW ENGLAND LAW | BOSTON - CLINIC LAW OFFICES**  
**(617) 422-7380 • Fax (617) 422-7385**

**Service Area:** Middlesex and Suffolk County

**Cases Handled:**

**Domestic Relations:** Child support, custody, and visitation (even if parents never married), contempt's, and modifications.

**Family Law:** Divorce (only with children in the marriage).

**Housing Law:** Summary Process and Affirmative Conditions cases.

**Government Benefits:** SSI/SSDI and Unemployment benefit appeals only.

Cases **NOT** handled: Consumer, and DCF cases.

**NORTHEAST LEGAL AID**

**Lowell Office: 35 John Street, Suite 302, Lowell, MA 01852-1101**

**Fax (978) 458-3481**

**Lynn Office: 181 Union Street, Suite 201, Lynn MA 01901**

**Fax (781) 595-2022**

**Lawrence Office: 50 Island Street, Suite 203, Lawrence, MA 01840-1507      Fax (978) 685-2933**

During the COVID 19 Outbreak, for the safety of our clients and staff, meetings are held by appointment only. In-person intakes are available Mondays and Wednesdays from 9 am to 12 pm. While our offices are closed to the public, paper intake forms have been left at the entrances of each office location and can be placed in the night drop box after they are completed. We are also available by our phone number 978-458-1465 from 9-1 Monday through Friday or use the online application. The link can be found on [www.northeastlegalaid.org](http://www.northeastlegalaid.org)

**Telephone for all three offices:** (978) 458-1465 • (800) 336-2262 Phone Intake hours are Monday through Friday 9 am to 1pm. Accepting online requests at [www.northeastlegalaid.org](http://www.northeastlegalaid.org)

**Service Area:** Amesbury, Andover, Ashby, Ayer, Beverly, Billerica, Boxborough, Boxford, Burlington, Byfield, Chelmsford, Danvers, Dracut, Dunstable, Essex, Georgetown, Gloucester, Groton, Groveland, Hamilton, Haverhill, Ipswich, Lawrence, Littleton, Lowell, Lynn, Lynnfield, Manchester-by-the Sea, Marblehead, Merrimac, Methuen, Middleton, Nahant, Newbury, Newburyport, North Andover, North Reading, Peabody, Pepperell, Reading, Rockport, Rowley, Salem, Salisbury, Saugus, Shirley, Swampscott, Tewksbury, Topsfield, Townsend, Tyngsborough, Wenham, West Newbury, Westford, and Wilmington.

**Languages of Advocates other than English:** Spanish, Khmer

**Languages of Additional Staff who regularly assist clients in languages other than English:** Spanish, French.

**Cases Handled:**

**Consumer Law:** Bankruptcy (simple chapter 7 non-emergency), General Consumer including Debt Collection Defense, auto dealers, student loans and unfair and deceptive practices.

**CORI (Criminal Record) Sealing:** For MA state criminal records (no DCF, SORI, RMV, federal, or out of state).

**Domestic Relations and Family Law Helpline:** 209A cases; Family Law Helpline (serves people in need of family law services who do not fit within any of the other family law projects, services include single issue/question counsel and advice via telephone by PAI).

Full representation for family law cases including Divorce and Paternity (never-married parties' cases) cases and modifications of Divorce or Paternity judgments/orders for callers with or without minor child[ren] where there has been:

- Domestic violence/battering behavior (this includes but is not limited to physical abuse, threats, and threatening behavior) perpetrated against:
  - the caller.
  - the child[ren]; or
  - other members of the household

*The substance of these cases may include, but not be limited to, custody cases, visitation cases, division of property cases, alimony cases, child support cases, removal cases, and contempt cases.*

**General-Caretakers of Children at Risk: CLOSED** ~~General civil legal aid practice focused on serving non-parent caregivers and children pre-K to 5th grade in families affected by the opioid crisis.~~

**General-Victims of Crime: CLOSED** ~~General area of practice for any crime victim who has suffered physical, sexual, financial, or emotional harm because of the commission of a crime. There must be a nexus between the crime and the client's civil legal need.~~

**Government Benefits:** SSI, SSDI, EA, TAFDC, UI, MassHealth, SNAP, Veterans Services.

**Housing:** Private/Public/Subsidized housing eviction defense, terminations, conditions, discrimination.

**Immigration:** \*Screening handled by one of Referral Partners and not NLA/NJC\* Detention Proceedings (detained individuals, representation limited to Bond Hearing only may be available); Victims of DV/Sexual Assault (assistance to victims of DV and/or sexual assault) or any other request for immigration assistance; referrals can be made to Quintana for Legal Permanent residents seeking assistance to apply for Citizenship or to renew their LPR at Quintana Family Center 978794-5399 or zlririano@quintanacenter.org (Zulma Liriano), Meets regularly at 404 Haverhill Street, Lawrence; or JFON (Justice for our Neighbors) for Lowell Centralville United Methodist Church, 800 Bridge Street, Lowell, meets 2nd Monday of the month (except holidays) 617-794-7024 or jfonlawlowclinic@gmail.com; Woburn United Methodist, Meets 3rd Thursday of the month at 523 Main Street, Woburn, MA, call or text Julianna at 781-491-4973; Meets the 4th Monday of the month (check for holidays) at Christ United Methodist Church, 207 Haverhill Street, Lawrence call or text 617-794-7024 or email jfonlawlowclinic@gmail.com (both Lowell and Lawrence are managed by the same volunteer coordinators), Meeting the 3rd Monday of the month (check for holidays), Lynn Rapid Resource Network (LRRN) Lynn Community Health Center, 20 Central Ave., 6th Floor, Lynn walk in with no pre-registration.

**Medical-Legal Partnership with Greater Lawrence Family Health Center:**

This is a general legal aid practice formed in partnership with the Greater Lawrence Community Health Center ("The Health Center") focused on serving high needs patients who present to providers with a legal issue. Although the program is general practice, priority cases will be domestic violence/family law, housing, public benefits, and issues that affect the immediate health and safety of the client. To be eligible for this service, applicants must be patients of the Health Center. Referrals are made directly to the MLP attorney who is on site. Currently, please do not consider immigration under this practice area.

**Uncontested divorce:** Cases which do not involve domestic violence, parties must have been separated for at least 6 months, and no disputed issue.

**Columbia Gas Explosion Residents: CLOSED** ~~Cases which involve legal issues due to the Columbia Gas Explosion. Most common requests will be for consumer or housing.~~

**Employment Law (i.e., wage, hour, or discrimination):** Cases involving employees who are encountering issues in which the employer fails to pay wages, failure to pay overtime, retaliation, and discrimination.

**Low-Income Taxpayer Clinic:** Northeast Legal Aid will provide a range of state and federal tax controversy representation to low income and elderly clients. Many of the legal issues that face the low-income community dovetail with tax issues. For example, family law and tax issues often coincide. The NLA LITC will encompass innocent spouse applications. Other family law tax controversies will include post-divorce tax obligations like custodial parent status, joint tax



obligations, and tax obligations arising from divorce. NLA will offer legal assistance in “pure” tax controversies like assistance with the Earned Income Tax Credit examination during the audit process, Tax Court process, and the collection process. The LITC will be prepared to address identity theft issues, discharge of indebtedness, and IRS imposters and the ramifications of their frauds on low-income individuals. In addition, the clinic will handle offers in compromise which allow taxpayers to negotiate a lower tax payment if they cannot afford the taxes that are due. Finally, the LITC clinic may handle tax issues as they relate to bankruptcy, the elderly, the Affordable Care Act, immigration, and disability

**ELDER Unit Cases Handled (some issues will be considered under other unit protocols):** Any of the above cases, nursing home/rest home/assisted living issues, regarding involuntary transfer, discharge or evictions elder abuse, and Public Benefits including Social Security and SSI issues, MassHealth denials and terminations of benefits, and VAWA or U-VISA Petitions. Refer applicants to local elder services organizations.

**SOMERVILLE OFFICE OF HOUSING STABILITY**

**City Hall Annex, 50 Evergreen Ave., Somerville, MA 02145**  
**Intake Phone: (617) 615-6600 ext. 2581; Fax: 617-591 3233**

[www.somervillema.gov/OHS](http://www.somervillema.gov/OHS)

**Service Area:** Somerville residents only (or homeless clients whose last permanent address was in Somerville).

**Languages of Advocates other than English:** Spanish and Brazilian Portuguese. OHS has a language line and can accommodate all other languages.

**Cases Handled:**

**Housing:** resolution of property owner/tenant matters, eviction prevention, answers to housing related questions (property owners, tenants, and homeowners), workshops on tenants’ rights, workshops for property owners.

Somerville OHS also assist with housing search.

**SOUTH COASTAL COUNTIES LEGAL SERVICES, INC.**

**SCCLS Fall River Law Office**

22 Bedford Street, Fall River, MA 02720-3002

(800) 244-9023 • Intake Hours: 9:30 a.m. to 1:30 p.m. Monday – Thursday

**Service Area:** Attleboro, Berkley, Dighton, Fall River, Freetown, Mansfield, N. Attleboro, Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton, Westport.

**ELDER Service Area:** Attleboro, Berkley, Dighton, Fall River, Freetown, Mansfield, N. Attleboro, Norton, Raynham, Rehoboth, Seekonk, Somerset, Swansea, Taunton, Westport.

**Priorities:** Consumer, Education, Elder/Medicare, Family Law/Domestic Violence, Foreclosure, Health/Disability/Mental Health, Housing, Public Benefits (including TAFDC, EA, EAEDC, Food Stamps/SNAP), SSI/SSDI, Unemployment Compensation Benefits.

**SCCLS New Bedford Office**

21 South Sixth Street, New Bedford, MA 02720-3002

(800) 244-9023 • Intake Hours: 9:30 a.m. to 1:30 p.m. Monday – Thursday

**Service Area:** Acushnet, Dartmouth, Fairhaven, Mattapoisett, New Bedford.

**ELDER Service Area:** Acushnet, Dartmouth, Fairhaven, Gosnold, Marion, Mattapoisett, New Bedford, Rochester.

**Priorities:** Consumer, Education, Elder/Medicare, Family Law/Domestic Violence, Foreclosure, Health/Disability/Mental Health, Housing, Public Benefits (including TAFDC, EA, EAEDC, Food Stamps/SNAP), SSI/SSDI, Unemployment Compensation Benefits.

**SCCLS Hyannis Law Office**

460 West Main Street, Hyannis, MA 02601-3653

(800) 244-9023 • Intake Hours: 9:30 am to 1:30 pm, Monday – Thursday

**Service Area:** Aquinnah, Barnstable, Bourne, Brewster, Carver, Chatham, Chilmark, Dennis, Eastham, Edgartown, Falmouth, Gay Head, Halifax, Hanson, Harwich, Hyannis, Kingston, Lakeville, Marion, Marshfield, Marston Mills, Mashpee, Middleboro, Nantucket, Oak Bluffs, Orleans, Pembroke, Plympton, Provincetown, Rochester, Sandwich, Tisbury, Truro, Wareham, Wellfleet, West Tisbury, Yarmouth.

**ELDER Service Area:** Aquinnah, Barnstable, Bourne, Brewster, Chatham, Chilmark, Dennis, Eastham, Edgartown, Falmouth, Gay Head, Harwich, Hyannis, Marston Mills, Mashpee, Nantucket, Oak Bluffs, Orleans, Provincetown, Sandwich, Tisbury, Truro, Wellfleet, West Tisbury, Yarmouth.

**Priorities:** Consumer, Education, Elder/Medicare, Family Law/Domestic Violence, Foreclosure, Health/Disability/Mental Health, Housing, Public Benefits (including TAFDC, EA, EAEDC, Food Stamps/SNAP), SSI/SSDI, Unemployment Compensation Benefits.

**JUSTICE CENTER OF SOUTHEASTERN MASSACHUSETTS LLC (Subsidiary of SCCLS)**

**231 Main Street, Suite 201, Brockton, MA 02301-4342**

**Call (800) 244-8393 • Intake Hours: 9:30 a.m. to 1:30 p.m. Monday – Thursday**

**Area Served:** Abington, Avon, Bridgewater, Brockton, Duxbury, East Bridgewater, Easton, Hanover, Plymouth, Rockland, Stoughton, West Bridgewater, Whitman.

ELDER Services Area: Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Lakeville, Marshfield, Middleboro, Pembroke, Plymouth, Plympton, Rockland, Stoughton, Wareham, West Bridgewater, Whitman.

**Priorities:** Consumer, Education, Elder/Medicare, Family Law/Domestic Violence, Foreclosure, Health/Disability/Mental Health, Housing, Immigration/Asylum, Immigration, Public Benefits (Including TAFDC, EA, EAEDC, Food Stamps/SNAP), SSI/SSDI, Unemployment Compensation Benefits

## **VETERANS LEGAL SERVICES**

**(857) 317-4474 • Fax (844) 621-2797**

**[info@veteranslegalservices.org](mailto:info@veteranslegalservices.org)**

Veterans Legal Services helps homeless and low-income veterans through comprehensive legal services. Intakes are performed through our on-site legal clinics at area shelters and service centers. Legal issues handled are primarily in the following areas: Family Law/Domestic Relations, Landlord/Tenant, Public Housing, CORI/Criminal Records, Consumer Debt, Public Benefits, State and Federal Veterans' Benefits. Veterans Legal Services does not handle the following: Labor, Dept. of Children & Families Cases, Fee Generating Matters, Criminal Law.

**Services are available through our legal clinics for low-income veterans only.** Please call our office at 857-317-4474 Monday through Friday, 9am to 5pm, for eligibility screening and to check clinic dates and times

- **Bedford Veterans Affairs Medical Center** – By appointment only. Every 6 weeks. 200 Springs Road, Building 80, Bedford, MA.
- **Chelsea Soldiers' Home** – Walk-in. Most alternating Mondays, 10:30 a.m., 91 Crest Avenue, Chelsea, MA.
- **New England Center & Home for Veterans** – Walk-in. Most Wednesdays at 6:00 p.m. 17 Court Street (Government Center), Boston, MA.
- **Norfolk County Veterans Treatment Court** – For veterans participating in the Veterans Treatment Court only. Usually the first Tuesday of each month. 631 High Street, Dedham, MA.

**Weather Cancellation Policy** – Clinics are not held if Boston Public Schools are closed due to weather.

## **VOLUNTEER LAWYERS FOR THE ARTS**

*A Program of the ARTS & BUSINESS COUNCIL OF GREATER BOSTON*

**15 Channel Center Street - Suite 103, Boston, MA 02210**

**(617) 350-7600 • Fax (888) 412-7610**

**[www.artsandbusinesscouncil.org](http://www.artsandbusinesscouncil.org)**

**Email: [mail@artsandbusinesscouncil.org](mailto:mail@artsandbusinesscouncil.org)**

**Service Area:** Statewide

The VLA provides *pro bono* assistance or referrals for income-eligible artists and arts organizations on all types of civil legal matters and for non-artists with art-related legal problems including but not limited to contracts, copyright, trademark, first amendment, not-for-profit incorporations, consignment of fine art, collections, and live/workspace.

**VOLUNTEER LAWYERS PROJECT (VLP)**  
**7 Winthrop Square, Floor 2, Boston, MA 02110**  
**(617) 423-0648**

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

**Use ERLI's number for Intakes unless otherwise indicated: (617) 603-1700.**

All court-based clinics are currently closed. Clients should call ERLI for potential remote assistance.

**All clients, including elders, must be financially eligible for legal services.**

**Service Area:** Acton, Arlington, Ashland, Bedford, Bellingham, Belmont, Boston, Braintree, Brookline, Cambridge, Canton, Carlisle, Chelsea, Cohasset, Concord, Everett, Foxborough, Framingham, Franklin, Hingham, Holbrook, Holliston, Hopkinton, Hudson, Hull, Lexington, Lincoln, Malden, Marlborough, Maynard, Medfield, Medford, Medway, Melrose, Millis, Milton, Natick, Needham, Newton, Norfolk, Norwell, Norwood, Plainville, Quincy, Randolph, Revere, Sharon, Sherborn, Scituate, Somerville, Stoneham, Stow, Sudbury, Walpole, Wakefield, Waltham, Watertown, Wayland, Wellesley, Weston, Westwood, Weymouth, Winchester, Winthrop, Woburn, Wollaston, Wrentham.

**Languages of Additional Staff who regularly assist clients in languages other than English:**  
Spanish (2 Support Staff).

**Cases Handled:**

**Bankruptcy:**

*Clinics for the Bankruptcy Unit are NOT being run until further notice. Clients can still be referred to the unit directly for assistance.*

VLP holds monthly bankruptcy/fresh start debt relief clinics to inform people in debt about their options and assist them with bankruptcy where appropriate. Clinics are limited to clients within VLP service area. For those Clients considering bankruptcy, there is general information on the bankruptcy process, assistance with gathering their financial documents and completing the VLP bankruptcy questionnaire. The clinics are held every third Tuesday of the month, rotating between the VLP office and Dorchester House. Clients who would like to attend the clinic should sign up in advance by contacting ERLI for an intake or calling (857) 320-6453 stating their interest in the clinic and leaving their name and number.

**Consumer:** Consumer cases including debt collection, utilities, and foreclosures. VLP also helps with tax issues such as requesting hardship exemptions. VLP will consider cases of tax taking and/or tax title foreclosures or other issues including issues of property tax cases that have been brought in

the Massachusetts Land Court for clients eligible for VLP geographically, financially, and otherwise. The Consumer Unit will also help clients who have experienced Identity Theft as it relates to a debt collection matter by assisting them in completing the ID Theft Affidavit. Call ERLI first when dealing with consumer and tax cases. Litigants with debt collection questions should call the Eastern Region Legal Intake.”

**Family Law:** Clients should call ERLI for potential remote assistance. (Cannot handle emergencies, so active domestic violence issues should be referred to GBLs or elsewhere.) Divorce cases on behalf of the custodial parent or where there are no minor children of the relationship, or the children are adults. Cases to Establish Paternity for custodial and non-custodial parent, and cases for Custody, Support, and Parenting time for custodial parents. VLP will consider Three Party Complaints to Establish Paternity in Equity for biological fathers. Simple uncontested Divorces for limited English proficiency or limited literacy clients only. Call ERLI for Intake.

Cases that do not fit these priorities can be referred to the Family Law Clinic on Wednesdays from 9 to 1 (last in-take is at noon) at the Court Services Center at Edward Brooke Courthouse in Boston.

**Guardianship:** Clients should call ERLI for potential remote assistance. Uncontested guardianship cases where the client is seeking to become the guardian of a minor child OR of an incapacitated person (including incapacitated elders). Clients can be referred directly to the VLP Court Projects. Client should obtain a Medical Certificate or Clinical Term Report prior to the case being referred to VLP. Clients with contested matters can be sent to the clinic, but cases will be screened for conflicts and cases will not be referred for full representation.

- Probate and Family Court Suffolk County: Tuesdays from 9 to 1 (last intake at noon) in the Court Services Center
- Probate and Family Court Middlesex County: Thursdays from 10 to 1 – second floor

**Housing:** Bad conditions. Utility claims against property owners. Retaliation. Discrimination. Lead Paint. In public and subsidized housing: applicant selection issues, program terminations, evictions. For homeownership: tax takings and/or tax title foreclosures.

**Wills:** Drafting of simple wills, powers of attorney, and / or health care proxies. Brief advice on trust and estate matters. Call ERLI for intake.

**Wage & Hour:** VLP will take both failures to pay minimum wage or overtime cases as well as any straight unpaid wages cases. Currently, we are not able to take employment discrimination cases or wrongful termination. If a CL feels that they have been discriminated against, advise them to file a complaint with the MCAD (Mass Commission Against Discrimination) which will require their ER to draft a position statement. A complaint with the MCAD must be filed within 300 days of the alleged discrimination. VLP participates in a monthly Wage Theft Clinic at Suffolk Law School where workers are provided legal advice on their wage and hour matters.

**Tax Cases:** Issues on tax collection, completing past taxes, and other complicated tax issues should first try the Harvard Legal Services Center Federal Tax Clinic or Bentley Low-income Taxpayer

Clinic. If the client was turned away from these clinics and they have a legal issue (not just completing taxes) they can be referred to VLP for legal representation.

**Unemployment:** (Call ERLI for Intake).

VLP accepts unemployment insurance matters involving disqualification of claims; where the Client was initially denied benefits or where the Client was initially granted benefits, but the employer has since appealed.

**Fair Debt Collection Lawyer for the Day in the Boston Municipal Court:** All court-based clinics are currently closed. Clients should call ERLI for potential remote assistance Project provides pro bono lawyers to low-income, unrepresented debtors and creditors to assist in their civil debt collection lawsuits. It is a joint effort of the Volunteer Lawyers Project, Senior Partners for Justice, and the Litigation Section of the Boston Bar Association. Volunteer attorneys assist low-income debtors and creditors at the Boston Municipal Court in the Brook Courthouse on Wednesdays from 9 a.m. to noon in front of Courtrooms C and D (5<sup>th</sup> Floor) on a Limited Assistance Representation (LAR) basis. LAR means that the attorney only represents the client in the proceeding (case management conference, Motion, etc.) before the court that day. This clinic assists debtors in the civil session.

VLP also represents low-income debtors in small claims court on a LAR basis. Attorneys and students represent clients in the small claim's magistrate hearings before court that day:

- Quincy District Court First Tuesday of the month at 1:30pm.
- Cambridge District Court 1<sup>st</sup> & 3<sup>rd</sup> Thursdays at 8:45am.
- Boston Municipal Court Central Division, 1<sup>st</sup> and 3<sup>rd</sup> Thursdays at 1:00 p.m.
- Boston Municipal Court Dorchester Division 2<sup>nd</sup> and 4<sup>th</sup> Thursdays at 11:00 a.m.-1:30 p.m.

Additional clinics are held by Greater Boston Legal Services.

**Fresh Start Debt Relief Clinic:** All court-based clinics are currently closed. Clients should call ERLI for potential remote assistance Over the past year, VLP has been developing Fresh Start clinics to inform people in debt about their options and assist them with bankruptcy where appropriate. At these clinics, lawyers will provide a short presentation about debt relief and advise clients in one-on-one sessions. Law Students and Paralegals will help clients complete a bankruptcy questionnaire and get credit reports and other documents.

**Discovery Clinic:** All court-based clinics are currently closed. Clients should call ERLI for potential remote assistance Once a month, the Volunteer Lawyers Project of the Boston Bar Association (VLP) conducts a Debtors Discovery Clinic to assist debtors, who are representing themselves, in the Boston Municipal Court with the discovery process. Pro se debtors who would like to attend the clinic must sign up in advance by calling (857) 320-6453, stating their interest in the discovery clinic, and leaving their name and number. At the clinic, volunteer lawyers are matched with debtors to help them answer and draft discovery requests that night only. The clinic will be held every second Wednesday of the month from 2:00 – 4:00 p.m.

**Civil Appeals Clinic:** VLP, in collaboration with Boston-based members of the Association of Pro Bono Counsel (APBCO), operates a pro bono Civil Appeals Clinic at the Appeals Court Clerk's Office at John Adams Courthouse every Wednesday from 12:30 to 4:00 p.m. At the Clinic, self-

represented litigants who qualify for assistance meet with volunteer attorneys, who may, among other things, assess whether a final judgment exists and calculate any deadlines, give general advice concerning appellate issues and procedure, advise the litigant in making the strategic decision to appeal or to continue seeking relief in the trial court, and provide and assist with self-help materials, other resources, forms, and motions. Please be advised that the Clinic is limited to low-income persons who qualify for services. The areas of law that are appropriate for referral are the main practice areas of VLP, including family law, housing, consumer, employment, guardianship.