

SPECIAL TOPICS/LEGAL REPRESENTATION

Programs listed below provide representation, advice, or assistance to people with specific types of legal problems. These programs may be free or on a sliding fee scale. Government agencies and hotlines do not have income requirements.

AIDS/HIV SECTION

FENWAY HEALTH/AIDS ACTION COMMITTEE

75 Amory Street, Boston, MA 02119

(617) 437-6200 • TTY (617) 437-1394 • Fax (617) 655-9264

Legal Intake Line: (857) 313-6841

Email: LegalServices@fenwayhealth.org

Service Area: Statewide legal services for people living with HIV/AIDS and those who are at high risk for infection and participants in Fenway Health's Access program.

Cases Handled: Housing, Discrimination, Employment, Basic Estate Planning, CORI sealing, Social Security Appeals, and Public Benefits Appeals.

Other services: Housing search and advocacy, case management, Rental Startup Program, Homelessness Prevention Program, HIV/STI testing and screening, syringe service program.

Eligibility Requirements: Positive HIV/AIDS diagnosis, income up to 500% FPL, MA resident

JRI HEALTH LAW INSTITUTE

555 Amory Street, Suite 2 Jamaica Plain, MA 02130

(T) 857-399-1910 (F) 857-453-4557

476 Appleton Street Suite 5, Holyoke, MA 01040

(T) 413-372-2093 (F) 413-425-1075

www.jri.org

Email: HLI@jri.org

Service Area: statewide (Barnstable, Berkshire, Bristol, Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, Plymouth, Suffolk, and Worcester counties)

Eligibility: positive HIV/AIDS diagnosis, income up to 500% FPL, MA resident

Cases Handled: housing, Social Security (SSI/SSDI), public benefits, estate planning, discrimination, breach of confidentiality, CORI.

*We do not handle family, immigration, bankruptcy, or criminal matters.

Other Services at JRI Health: housing search and advocacy, rental assistance, medical case management, peer support, prevention and access to care and treatment services, LGBTQ+ youth drop-in center and support services, testing. *Programs may have different eligibility criteria.

CHILDREN/EDUCATION SECTION

CHILDREN'S LAW CENTER OF MASSACHUSETTS (CLCM)

2 State Street, 2nd Floor, Lynn, MA 01903

**PO Box 710, Lynn, MA 01903
(781) 581-1977; Fax: (781) 598-9364**

CLCM represents CHILDREN only (generally, 0-22 years).

CLCM DOES NOT represent parents or other adults and DOES NOT provide legal assistance in any parental custody matter.

General CLCM Services

Helpline & Intake:

Contact: 1-888-KIDLAW8 (1-888-543-5298) or info@clcm.org

Hours: Mondays-Fridays 9:30AM-1:30PM. Calls will be directed to CLCM intake workers' voicemail and will be returned within 1 – 2 business days.

Brief Service, Information & Referrals

Service area: MA Statewide

Through our helpline & intake, CLCM provides information, resources, and referrals relating to children's/youth's rights primarily in the following areas:

- *Education*, including, but not limited to, special education, school discipline, restraint & seclusion, educational access, and school enrollment.
- *Immigration*: consultation on immigration issues for children.
- *Health/Mental Health*: health and mental health services for youth, medical decision-making rights of minors, etc.
- *System-Involved Youth*: rights of children & families involved with DCF, the CRA process, and delinquency matters.

Full Direct Representation

Service area: Essex County and various cities/towns in Northern Middlesex & Suffolk Counties.

CLCM provides full, direct representation on issues of:

- *Education*, including, but not limited to, special education, school discipline, restraint and seclusion, educational access, and school enrollment.
- *Immigration*: Unaccompanied minors, Special Immigrant Juvenile Status (SIJ), Asylum, DACA, and related issues.

*CLCM is not currently taking new direct representation immigration cases.

CLCM represents children **by court appointment** only in abuse & neglect, delinquency, and CRA cases. CLCM cannot accept appointment on these cases through the helpline & intake.

Civil Legal Aid for Victims of Crime (CLAVC) @ CLCM

Service Area: Essex County, able to provide limited service Statewide

To qualify for assistance by a CLAVC team member clients must be a victim or a survivor of a crime with a civil legal problem that is a result of that crime. The crime does not need to have been reported to police or prosecuted. There is no financial eligibility requirement to receive CLAVC services.

The CLAVC team provides services in the following areas: *education, select immigration matters, guardianship and other family law matters where children have standing in court, and abuse protection/harassment prevention orders.*

MASSACHUSETTS ADVOCATES FOR CHILDREN (MAC)
25 Kingston Street, Floor 2, Boston, MA 02111
(617) 357-8431 • Fax (617) 357-8438

www.massadvocates.org

Service Area: Statewide

Languages of Advocates other than English: Spanish and other languages via interpreter

Priorities: Special education, school discipline, transition age youth 14 – 22 years old with a focus on Boston, children with autism in Boston and Lawrence, children affected by trauma (including domestic violence), children whose parents speak Spanish and are limited English proficient, and parents seeking greater school inclusion.

Services: MAC’s services include: a special education helpline; intensive technical assistance for children with autism and for other priority areas. Parents and professionals wishing to discuss their special education issues can access the helpline by leaving a voice message or completing the online form on our website. Staff and helpline volunteers respond in three – five days. Through the helpline, we provide information and referral, including referral for intensive technical assistance for children with autism and for legal representation.

CIVIL RIGHTS SECTION

ATTORNEY GENERAL’S CIVIL RIGHTS HOTLINE

1-800-994-3228 or online at <http://www.mass.gov/ago/>

Following reports of harassment and intimidation of racial, ethnic, and religious minorities, women, LGBTQ individuals and immigrants since Election Day, the Attorney General’s office established this hotline to report incidents of bias-motivated threats, harassment, and violence.

The hotline will be managed by attorneys and staff in the AG’s Office. While not every incident will be appropriate for legal action, the AG’s Office will be tracking reports and appropriate matters may be referred to local law enforcement or the Attorney General’s Criminal Bureau. Potential hate crimes should also be reported to the local police in the first instance.

CONSUMER/GOVERNMENT RESOURCES SECTION

ATTORNEY GENERAL’S ELDER HOTLINE

(888)-AG-ELDER (1-888-243-5337)

Statewide, toll-free elder service providing consumer information and referrals to seniors about health insurance, Medicare, telemarketing fraud and home improvement frauds.

ATTORNEY GENERAL’S CONSUMER ADVOCACY AND RESPONSE DIVISION

(617) 727-8400

Combining the staff and resources from the Public Inquiry and Assistance Center, and the Elder Hotline, CARD reflects a new and enhanced approach to consumer assistance within the Attorney General's Office.

CARD is staffed with trained consumer specialists that you can contact through our Consumer Hotline. If you need help, CARD's knowledgeable staff can answer your questions, assist you directly in seeking to resolve the problem with the business, or, if necessary, refer you to a wide network of available consumer assistance and legal aid resources.

The types of issues that CARD can handle include:

- Defective products.
- Car sales and financing.
- Telemarketing frauds.
- Debt collection.
- Mortgage servicing.
- Home improvement contracts.
- Utility bills; and
- Identity theft

**ATTORNEY GENERAL'S INSURANCE & FINANCIAL SERVICES HOTLINE
(888) 830-6277**

INSURANCE: Answers questions about health, dental, disability, death, property, travel, and credit insurance. Mails educational materials provide referrals to government agencies. If a caller's insurance problem is appropriate for mediation by the AG's office, the hotline staff will send the caller a complaint form.

STUDENT LOANS: Provides a hotline and free mediation service to borrowers who are having difficulties with student loans

**ATTORNEY GENERAL'S WAGE HOTLINE
(617)-727-3465**

Monday - Friday, 9:00 am – 5:00 pm, Inspectors and Attorneys answering calls.

**CITIZENS INFORMATION CENTER
Office of the Secretary of State
(617) 727-7030 • 1-800-382-6090**

Information on Consumer Affairs, Employment, Environment, Legislation, Taxes. How to Reach Elected Officials, start a Small Business, Obtain a License.

LEGAL SERVICES CENTER

Student Loans: Can leave a message on hotline at 617-390-2669 or call main number.

MASS EXECUTIVE OFFICE OF CONSUMER AFFAIRS & BUSINESS REGULATION

(617) 973-8787 • 888-283-3757

www.mass.gov/consumer

Protect Massachusetts consumer through education and ensuring fair and honest business practices among the companies and licensees within our regulatory jurisdiction. Provides information on Tenant/Landlord Rights and Responsibilities, Lemon Laws, Home Improvement Contractors, Shopping Rights, and Responsibilities, and the Do not call registry.

Law-binding Arbitration: Lemon Law Arbitration (free), Home Improvement Contractor Arbitration.

PRO SE DEBTORS' BANKRUPTCY CLINIC

John W. McCormack Post Office and Court House

Law Library, 12th Floor, 5 Post Office Square, Boston, MA 02109 (617) 748-5351

Date, Time, and Location: Please call to find out information on the clinic.

Featuring consumer bankruptcy attorneys offering information and forms to individuals considering filing chapter 7 or chapter 13 bankruptcy cases or who have recently filed bankruptcy and still have questions.

SMALL CLAIMS ADVISORY SERVICE

masmallclaims@gmail.com

masmallclaims.org

Gives free information on small claims procedures and assists with demand letters, small claims court forms, etc. Currently only taking intakes via email or through the Contact Us page on the website.

CRIMINAL SECTION

HARVARD DEFENDERS

1607 Massachusetts Avenue, Cambridge, MA 02138

(617) 495-4413

9 AM to 5 PM Monday through Friday

clinics.law.harvard.edu/defenders

Service Area: All Boston district courts, Brookline, BMC, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, Lynn, Malden, Newton, Quincy, Peabody, Roxbury Somerville, Waltham, and Woburn.

Cases Handled: ONLY Clerk Magistrate hearings/show cause hearings. Administrative CORI Sealings. NO minor traffic violations. Will have capacity to represent clients in both virtual and in-person show-cause hearings.

Harvard Defenders is a student practice organization at Harvard Law School that provides free representation to low-income people at clerk-magistrate (or “show cause”) hearings to decide whether a criminal complaint will issue. In addition to representing clients at clerk-magistrate hearings, we also assist clients with Criminal Offender Record Information (CORI) sealing and provide referrals to callers with questions about the criminal justice system. Please note that as courts begin to open, we are paying close attention to the changing circumstances. Defenders can represent clients both in-person and virtually (including Zoom and telephonic hearings).

PRISONERS’ LEGAL SERVICES (PLS)

50 Federal Street, 4th Floor, Boston, MA 02110

(617) 482-2773 • (800) 882-1413 (Massachusetts only) • Fax (617) 451-6383

State prisoners in Massachusetts should use speed dial number: 9004

Service Area: Statewide

PLS accepts collect calls from Massachusetts prisoners on Monday afternoons from 1:00 to 4:00 pm. County prisoners can call collect to (617) 482-4124.

Cases Handled: PLS was established in 1972 to provide legal services to people in Massachusetts prisons and jails. The office does not provide criminal defense services. The office focuses on four issues: health and mental health care, guard-on-prisoner violence, physical conditions of confinement, and segregation and isolation. PLS addresses these problems through administrative advocacy, legislative advocacy, and litigation. This organization provides advice, referrals and pro se materials on a host of matters outside of our focus areas.

DISCRIMINATION SECTION

GLBTQ LEGAL ADVOCATES & DEFENDERS (GLAD)

18 Tremont Street, Suite 950, Boston, MA 02108

(617) 426-1350 • 1-800-455-GLAD (4523)

www.glad.org

Intake: Monday - Friday 1:30 - 4:30 pm, Language translation services are available. Hotline provides legal information and civil and criminal referrals to private attorneys; client negotiates fee with attorney.

Cases Handled: Impact litigation on civil rights issues related to sexual orientation, HIV/AIDS, and gender identity and expression: family law, same-sex marriages and civil unions, employment discrimination, housing discrimination, HIV privacy, transgender, youth, and schools.

MASSACHUSETTS COMMISSION AGAINST DISCRIMINATION (MCAD)

**One Ashburton Place, Sixth Floor, Room 601, Boston, MA 02108
(617) 994-6000**

www.state.ma.us/mcad

Investigates complaints of discrimination in Credit, Housing, Public Accommodation, Employment and Education. Complainant must file within 300 days of incident. Also protects people retaliated against for cooperating with MCAD.

SUFFOLK UNIVERSITY LAW SCHOOL HOUSING DISCRIMINATION TESTING PROGRAM (HDTP)

**120 Tremont Street, Boston, MA 02108
(617) 884-7568 or (617) 305-1649**

The Suffolk University Law School Housing Discrimination Testing Program Discrimination (HDTP) works to eliminate discrimination in the Boston metro area through testing, enforcement, education, and research. Testing involves sending trained individuals into the community to pose as renters to collect information as to whether housing discrimination is occurring. HDTP also refers cases to students in Suffolk Law's Accelerator Practice and elsewhere for possible representation and/or enforcement. Tenants who believe they have been unlawfully denied an opportunity to rent an apartment, or otherwise discriminated against, can contact HDTP's intake line at 617-884-7568.

ELDER SECTION

ATTORNEY GENERAL'S ELDER HOTLINE

(888) AG-ELDER (1-888-243-5337)

Statewide, toll-free elder service providing consumer information and referrals to seniors about health insurance, Medicare, telemarketing fraud and home improvement frauds.

EXECUTIVE OFFICE OF ELDER AFFAIRS

Elder Abuse Hotline: (800) 922-2275

www.ma-elderaffairs.org

Nationwide (800) 243-4636 • Boston (617) 727-7750 • TTY (800) 872-0166

Services provided: Information on prescription drug assistance, care giving, community resources, local programs, homecare, housing/assisted living facilities, legal issues, etc. See also SHINE listing in Disability section.

ELDER ABUSE REPORTING

Elder Protective Services: (800) 922-2275 (Serves all of Massachusetts)

Central Boston Elder Services: (617) 277-7416; (emergency) (617) 992-6111

Somerville/Cambridge Area Elder Services: (617) 628-2601

GBLS MEDICARE ADVOCACY PROJECT (MAP)

See GBLS Listing

HOMEOWNER OPTIONS FOR MASSACHUSETTS ELDERS (H.O.M.E)

87 Hale Street, Lowell, MA 01851

www.elderhomeowners.org

(978) 970-0012 • 1-800-583-5337 • (978) 970-0015 (fax)

Service Area: Statewide

H.O.M.E. provides comprehensive in-home counseling on financial and homeownership issues to enable successful aging-in-place. HOME provides remainder-of-life planning, budgeting, income maximization, equity conservation, foreclosure prevention, consumer protection, equity conversion, and creative financial options specially crafted for seniors.

RESTRICTIONS ON ASSISTANCE: Low/Moderate Income seniors 60 and over (single, no more than \$42,000 per year; couple no more than \$50,000 per year, and assets of no more than \$85,000.00, exclusive of home and car) with only one piece of property that is the principal residence.

Cases Handled:

- Education and assistance with budgeting
- Advice to and education of clients regarding potentially available programs and senior tax breaks to help with common monthly expenses
- Evaluation of clients' budget and financial situation, and as a HUD approved HECM counseling agency, assessment of whether a reverse mortgage is available or advisable for needs such as home health care, resolving debt issues like real estate tax delinquency, mortgage delinquency and consumer debt accounts. o Assistance with Potential Loan Modifications for recently defaulted residential mortgages

HOME IS NOT A LEGAL SERVICES AGENCY.

HOME cannot assist with:

- Bankruptcy filings
- Responding to tax title, foreclosure, bankruptcy, or eviction filings o Delaying or postponing a foreclosure auction sale
- Providing grants or funds for repairs or loan and tax deficiencies o Procuring Rental housing

MASS OPTIONS

1-844-422-62-77 (1-844-422-MASS)

www.MassOptions.org

Mass Options, a service of the Massachusetts Office of Health and Human Services, connects elders, individuals with disabilities and their caregivers with agencies and organizations that can best meet their needs.

PUBLIC GUARDIAN SERVICES (PGS)

(781) 917-3965

www.publicguardianservices.org

Service Area: Suffolk or Plymouth County

Cases Handled:

1. Depending upon current caseloads, we may be able to act as guardian or conservator for an incapacitated elderly or disabled person if there is no other person willing or able to serve.
2. Training for non-professional guardians and conservators. Training is intended mainly for family or friends who are willing to act as guardian or conservator, but are not sure how to go about it, or what is required.
3. Hotline support for guardians and conservators. We cannot give legal advice, but we can direct you to resources for help with forms and/or guardianship expertise.

Eligibility:

- Must be serving (or planning to serve) as guardian, conservator, or other decisional support fiduciary for someone in Suffolk or Plymouth counties.
- To be eligible for direct fiduciary services, it must be established that:
 - o No other suitable person is available or willing to serve, and
 - o PGS has service capacity available at that time.

WOMEN'S BAR FOUNDATION – ELDER LAW PROJECT

105 Chauncy Street, 8th Floor, Boston, MA 02111
(617) 651-2357 for Intake • Fax (617) 973-6663

www.womensbar.org

Service area: Eastern Massachusetts, including Suffolk, Middlesex, Norfolk, Essex, Worcester, Plymouth, Bristol, and Barnstable.

Cases Handled: Simple wills, health care proxy, power of attorney, and HIPAA authorization

Pro bono referrals for simple wills, health care proxies, and powers of attorney. Clients must meet the following criteria:

- Income under 250% of Federal Poverty Guidelines
- Total assets less than \$50,000 (in the case of married clients, consider their combined assets) • 60+ or disabled
- Have less than \$1 million equity in their home

EMPLOYMENT SECTION

ATTORNEY GENERAL'S WAGE HOTLINE

(617) 727-3465

Monday - Friday, 9:00 am – 5:00 pm. Inspectors and Attorneys answering calls.

FAIR EMPLOYMENT PROJECT

777 Concord Ave., Cambridge, MA 02138
(617) 902-0192

www.fairemploymentproject.org

Languages of Staff other than English: Spanish occasionally.

Service Area: All Massachusetts intake by phone and email.
Meetings by appointment in Boston and Cambridge.

Cases Handled: We provide general information about workplace legal issues (especially, but not exclusively, discrimination) and the legal process, and appropriate self-help assistance. We can occasionally arrange or provide additional low-cost services in collaboration with other organizations or firms.

NATIONAL LABOR RELATIONS BOARD

1-866-667-NLRB (1-866-667-6572)

Languages: Spanish language option and relay service available.

The National Labor Relations Board (NLRB) is a legal resource for employees, union representatives, and employers who believe that their rights under the National Labor Relations Act have been violated. The National Labor Relations Act provides the legal framework for private-sector employees to organize bargaining units in their workplace, or to dissolve their labor unions through a decertification election.

Those parties may file charges alleging unfair labor practices at their nearest NLRB regional office. When a charge is determined to have merit, the NLRB encourages parties to resolve cases by settlement rather than litigation whenever possible.

FAMILY LAW SECTION

ASIAN TASK FORCE AGAINST DOMESTIC VIOLENCE - Legal Advocacy Program

PO BOX 120108, Boston, MA 02112

www.atask.org

24-Hour Domestic Violence Multi-Lingual Hotline: (617) 338-2356

All legal intakes are initiated by the victim by calling the 24-Hour Domestic Violence Hotline for DV Services. Legal Intakes are scheduled thereafter at confidentially secure locations. Walk-ins are not available due to confidential safe locations for survivors.

Holistic free legal services provided in collaboration with culturally and linguistically competent Domestic Violence Advocates and Language Navigators for low-income victims of domestic violence and intimate partner human trafficking.

Service Area: Statewide.

Languages Spoken: Cantonese, Mandarin, Taiwanese, Shanghainese, Taishanese, Chiu, Chau, Vietnamese, Khmer, Lao, Tagalog, Thai, Nepali, Hindi, Urdu, Manipuri, Punjabi, Gujarati, Bangladeshi, Oriya, Mien, and Korean.

Cases Handled:

Domestic relations: Consultations, Limited Pro Se Document Preparation, and Collaborative or Warm Referrals for 209A abuse prevention, divorce, custody, parenting time, child/spousal support, contempt, modifications, and relocation.

Immigration: Consultations, Limited Document Drafting Assistance, Full Representation and Referrals for Gender-Based immigration relief including I-360 Battered Spouse Self-Petitions, I-751 Waivers for Abuse and/or Divorce, U-Visas for victims of domestic violence crimes, and T Human Trafficking Visas for victims of Intimate Partner trafficking.

CASA MYRNA VAZQUEZ, INC – Legal Advocacy Program

451 Blue Hill Ave., Boston, MA 02121

www.casamyrna.org

(617) 521-0146 (Intake and Legal Help Line)

Legal Helpline: Statewide. Telephone consultations, pro se assistance and referrals on civil matters related to domestic violence.

Languages of Advocates other than English: Spanish, Portuguese, Cape Verdean Creole.

Cases Handled:

Domestic relations: Consultations with persons who have been victims of domestic violence in a wide range of family law matters including divorce, custody, visitation, child support, contempt, modifications, and 209A abuse prevention orders (Greater Boston area District Courts and Probate & Family Courts). Screening for consideration of services beyond consultation.

DOVE (DOMestic Violence Ended), Inc.- Legal Advocacy Program

P.O. Box 290267, Quincy, MA 02269

www.dovema.org

(617) 770-4065 ext. 400 (Legal Helpline) **Open ONLY for restraining orders**

DOVE's staff attorneys are specifically educated on domestic violence and applicable laws. They provide trauma-informed, client-centered services and guide survivors through the legal system while keeping in mind safety concerns.

Service area: Avon, Bellingham, Braintree, Brookline, Canton, Cohasset, Dedham, Dover, Foxborough, Franklin, Hingham, Holbrook, Hull, Medfield, Medway, Millis, Milton, Needham, Norfolk, Norwood, Plainville, Quincy, Randolph, Sharon, Stoughton, Walpole, Wellesley, Westwood, Weymouth, Wrentham

Languages other than English: Spanish and Mandarin (all other languages supported via phone interpretation)

Cases handled:

Domestic Relations (Only open for restraining orders): Consultations, document preparation, and limited assistance representation for survivors of domestic violence in a wide range of family law

matters including 209A Abuse Prevention Order, divorce, custody, paternity, parenting time, and child support cases (All District Courts in Norfolk County and Norfolk County Probate & Family Court).

Housing & Benefits (CLOSED): Consultations, document preparation, and legal representation for survivors of domestic violence in summary process (eviction) cases, subsidy preservation cases, and appeals of subsidized housing waitlist priority denials; assistance with reasonable accommodations and VAWA transfers and lease bifurcations; legal advice and representation in SNAP and TAFDC termination and overpayment cases (All District Courts in Norfolk County and Metro South Housing Court).

Immigration (CLOSED): Consultations, documentation preparation, and legal representation for survivors in U-Visa, T-Visa, VAWA self-petition, and removal of conditions cases.

**MASS. DEPT. OF REVENUE/CHILD SUPPORT ENFORCEMENT DIVISION
(800) 332-2733 • TDD (800) 255-5587**

Parent service representatives will assist any parent seeking child support with such services as locating absent parent, establishing paternity of child born out of wedlock, paternity blood testing, enforcing existing support orders. Custodial parent must live in MA with the child who is under 18 years old.

WOMEN'S BAR FOUNDATION – Family Law Project

105 Chauncy Street, 8th Floor, Boston, MA 02111

www.womensbar.org

(617) 973-6666 Extension 2216 for Intake Line • Fax (617) 973-6663

Pro bono referrals and/or limited advice and legal assistance for intakes who are victims of domestic violence. Services for victims up to 250% of the federal poverty guidelines who meet eligibility criteria.

Service area: Eastern Massachusetts including Suffolk, Middlesex, Norfolk, Essex, Worcester, Plymouth, Bristol, and Barnstable.

Intake Hours: Callers may leave a message anytime on our intake line and intakes will be conducted Monday through Friday, 10:30AM-4:00PM. Please call to schedule an Intake.

Cases Handled: Divorce, custody/visitation, support, modification, and referrals to pro bono attorneys for representation on 209A Abuse Prevention Orders.

HEALTH AND DISABILITY SECTION

CENTER FOR PUBLIC REPRESENTATION

Newton Office: (617) 965-0776 • Fax (617) 928-0971

www.centerforpublicrep.org

246 Walnut Street, Newton, MA 02160

Northampton Office: (413) 587-6265 • Fax (413) 586-5711 • TTY (413) 586-6024 22 Green Street, Northampton, MA 01060

Individual and systemic advocacy in the following disability areas: inpatient and outpatient mental health and retardation services, conditions of confinement, discrimination, access to disability support services, civil commitment, nursing facilities, juvenile justice, and children’s mental health issues. Clients speak with an attorney who will decide what services the Center is able to provide.

COMMUNITY BASED SERVICES – STATEWIDE HEAD INJURY PROGRAM (SHIP)

**600 Washington Street, 2nd Floor, Boston, MA 02111
(617) 204-3852 • 1-800-223-2559**

www.mass.gov/mrc/ship/

****Official name change: SHIP has merged with the ABI/MFP Waiver Unit****

Eligibility Guidelines: Massachusetts resident, documented, externally caused traumatic brain injury, related impairments resulting in cognitive, physical and/or behavioral, functioning, able to participate in community-based services.

Services Available to Anyone: Information and referral, social and recreational programs, general technical assistance and consultation by SHIP staff and clinical specialists, advocacy, and guidance.
Services Available to Eligible Applicants: service coordination, regional head injury centers, residential services, case management, 1:1 skills training and support, substance abuse services, and assistive technology.

To apply: Applicants can call to request SHIP application or obtain the SHIP Application online at www.mass.gov

DEPARTMENT OF JUSTICE – ADA INFORMATION LINE

(800) 514-0301

Offers technical assistance on the ADA standards for accessible design and other ADA provisions applying to businesses, non-profit service agencies, state, and local government programs; also provides information on how to file ADA complaints.

EXECUTIVE OFFICE OF ELDER AFFAIRS

Serving the Health Insurance Needs of Everyone (SHINE Program)

(800) AGE-INFO 800-243-4636 • TTY (800) 872-0166

www.800ageinfo.com

Service Area: Statewide.

Services Provided: Free health insurance information, assistance, and counseling to Medicare beneficiaries of all age. Help compare costs and benefits of various health plans, explain benefits of Medicare and additional insurance options, including Medigap, HMOs, MassHealth & prescription drug options, and assist with claims, billing, or denial of care issue.

GBLS MEDICARE ADVOCACY PROJECT (MAP)

Located at GBLS: 1-800-323-3205

Service Area: Commonwealth of Massachusetts. (Except for Community Legal Aid -Holyoke and South Coastal Counties Legal Services area.)

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

HEALTH CARE FOR ALL HELPLINE

Helpline: (800) 272-4232 • Fax (617) 451-5838

www.hcfama.org/helpline

Service Area: Statewide

Service Hours: 9:00 am – 5:00 pm Monday - Friday; Callers can leave a voicemail outside of Helpline hours.

Languages of staff other than English: Spanish; Portuguese.

Services Provided: Helpline Counselors who speak English, Spanish and Portuguese let callers know what their health insurance options are, assist with enrollment into state programs, as well as troubleshoot issues with state programs such as MassHealth and the Health Connector. Counselors can also make referrals to HCFA's in-house legal team when the caller needs help with a denial of care case or medical bills.

HEALTH LAW ADVOCATES

(617) 338-5241 • (888) 211-6168 (toll free)

www.healthlawadvocates.org

Service Area: Statewide

Income Eligibility: Households under 300% of federal poverty level.

Services Provided: Affiliated with Health Care for All. Provides legal advice and representation to income-eligible people experiencing a denial of access to health care and/or health insurance.

Cases Handled: Denials of coverage for specific health care services by health insurers; denials and terminations of enrollment in all types of health insurance coverage; other special focus areas include problems accessing mental health services, particularly for children; health care access for immigrants; health care access for transgender individuals; and medical debt collection. Also represents groups of consumers or communities in impact litigation and conducts community workshops on health care access topics.

To speak with an advocate, call 617-338-5241 or toll free at 888-211-6168, and ask to speak with the Intake Paralegal, or see HLA's website at <https://www.healthlawadvocates.org/contact-us>

Does NOT handle medical malpractice or provide general health care program information. For general info, call Health Care for All's Helpline at 1-800-272-4232.

MENTAL HEALTH LEGAL ADVISORS COMMITTEE

100 Hancock Street, 10th Floor, Suite 1102 Quincy, MA 02171
(617) 338-2345, Press 4 • 1-800-342-9092 • Fax (617) 338-2347

www.mhlac.org

HOUSING SECTION

CAMBRIDGE ECONOMIC OPPORTUNITY COMMITTEE (CEOC)

(617) 868-2900 Monday 9am-8pm; Tuesday, Wednesday, Thursday 9am – 5pm; Friday 9am – 1pm

Service Area: Cambridge residents only

Cases Handled: Representation of public housing tenants at informal conferences, private conferences and grievance panel hearings, assistance with rent re-certification issues and concerns and completion of applications for housing subsidies.

CITY LIFE/VIDA URBANA

284 Amory St, Jamaica Plain, MA 02130
28 Paris St, E. Boston, MA 02128
(617) 524-3541

www.clvu.org

City Life/Vida Urbana is a nonprofit organization working to organize communities for housing rights. At weekly housing meetings, tenants, and owner-occupants at risk of losing their housing can speak with organizers and lawyers about affordable housing, foreclosure defense, and eviction defense. Brockton meetings largely cover foreclosure cases and Boston meetings largely cover eviction defense.

Housing Meetings:

- Tuesdays, 6:30-8:30p.m.
 - o City Life Vida Urbana, 284 Amory St., 1st Fl., Jamaica Plain, 02130
 - o Language: English with Spanish Interpreters
- Wednesdays, 6:00-8:00p.m.
 - o Our Saviour's Lutheran Church basement, 28 Paris St., East Boston, 02128
 - o Language: Spanish with English Translation
- Every other Wednesday, 6:00-8:00p.m.
 - o 65 W. Elm Street, Brockton, 02301

COMMUNITY ACTION AGENCY OF SOMERVILLE (CAAS)
66-70 Union Square, Somerville, MA 02143
(617) 623-7370

Service Area: Low-income Somerville residents only

Cases Handled: Helps tenants at risk of homelessness assert their rights, prepare eviction defenses, and assist at court. Eviction cases for clients under 125% of the federal poverty level. Housing Search for Somerville residents up to 80% of AMI. We can also help with benefits enrollment to maximize income. Call (617)-623-7370 to make an appointment.

COMMUNITY SERVICE NETWORK
(781) 438-1977

<http://www.csninc.org>

Service Area: Burlington, Lexington, Melrose, North Reading, Reading, Stoneham, Wakefield, Wilmington, Winchester, and Woburn.

Additional Service Area for HUD Foreclosure Prevention Services: Andover, Arlington, Bedford, Billerica, Lynnfield, Malden, Medford, Middleton, Peabody, Saugus, and Tewksbury.

The mission of CSN is to help low and moderate-income clients access the knowledge, skills and services that promote independence and self-sufficiency. The goal is to promote both immediate and sustained success. CSN educates clients so they can improve their standard of living in a dignified manner.

Services provided:

- Foreclosure Prevention Assistance
- Financial literacy and budgeting (including budgeting, and self-sufficiency)
- Homebuyer Education courses (pre and post purchase)
- Homeowner Improvement Loans
- Housing Programs Application Assistance of Housing Search Information
- Property owner/Tenant Dispute Mediation
- Lead removal assistance to Refinance and Loan Counseling
- Reverse Mortgage and Home Equity Conversion Mortgage Counseling

CSN IS NOT A LEGAL SERVICES AGENCY.

HOMEOWNER OPTIONS FOR MASSACHUSETTS ELDERS (H.O.M.E.)
87 Hale Street, 2nd Floor, Lowell, MA 01851
www.elderhomeowners.org
(978) 970-0012 • 1-800-583-5337 • (978)-970-0015 (fax)

HOUSING FAMILIES INC. PRO BONO LEGAL SERVICES PROGRAM
919 Eastern Ave., Malden, MA 02148

www.housingfamilies.org

(781) 322-9119 ext. 146

Service area: Everett, Malden, Medford, Melrose, Wakefield, Revere, Chelsea

Languages of Advocates other than English: Spanish; Portuguese; Haitian Creole; Mandarin

Cases Handled:

Housing: Brief Advice and Referrals at all stages of the eviction process. Screening for internal and external rental assistance. Assistance with pleadings, Advocacy, Limited Assistance Representation, and Full Representation for Summary Process cases, public housing, and subsidy terminations/denials. Lawyer for the Day services in Malden District Court and the Woburn Session of Northeast Housing Court.

Benefits: Emergency Assistance shelter denials/appeals.

HOUSING JUSTICE FOR SURVIVORS PROJECT

Of the Legal Services Center of Harvard Law School

122 Boylston Street, Jamaica Plain, MA 02130

(617) 390-2727

jdevanthery@law.harvard.edu

****NOTE****

Phone is a voice mailbox, not a hotline. Include [housing justice for survivors' referral] in subject line of email to contact email address.

The Housing Justice for Survivors Project of the Legal Services Center of Harvard Law School represents survivors of intimate partner and sexual violence who are experiencing housing instability because of abuse. Lawyers and law students represent clients in court, administrative hearings, and pre-litigation matters.

Service Area: Greater Boston

Cases Handled: eviction defense, subsidy terminations, appealing denials of emergency transfers, lease breaking cases, cases in which a survivor is seeking to retain housing after an abuser has left or been removed, cases involving sexual harassment by a property owner, and cases involving discrimination against survivors.

MASSACHUSETTS DIVISION OF BANKS

(800) 495-BANK (2265)

Monday – Friday from 7:30 am – 6:00 pm.

Cases Handled: Consumers who are struggling with mortgage payments and risk losing their homes. Complaints are handled on a case-by-case basis. In many instances, the Division of Banks has successfully negotiated voluntary 60-day forbearance on the foreclosure action.

MASS EXECUTIVE OFFICE OF CONSUMER AFFAIRS & BUSINESS REGULATION

(617) 973-8787

www.state.ma.us/consumer/

Provides legal information and self-help materials including "Tenant's Rights", "Guide to Small Claims Court" and other *pro se*/self-help informational pamphlets on consumer and property owner/tenant matters.

OFFICE OF HOUSING STABILITY

26 Court Street, 1st Fl., Boston, MA 02108

(617) 635-4200

Evening Clinic for property owners and tenants: Thursdays, 5-7PM

Service Area: Boston

At the Evening Clinic, Housing Crisis Case Coordinators provide advice and services for a range of legal and non-legal housing related issues.

Services include:

- information for property owners and tenants on their rights and responsibilities under the law
- access to mediation services for housing disputes
- answers to questions on any rental housing matter
- counseling, services, and help for individuals facing homelessness due to natural disaster, eviction, or other circumstances
- answers to questions on affordable housing rules and processes, and
- help connecting individuals to resources that will assist in the search for affordable housing

TENANT ADVOCACY PROJECT (TAP)

Harvard Law School, 6 Everett St, Cambridge, MA 02138

(617) 495-4394 • Fax (617) 496-2294

tap@law.harvard.edu

Closed for intake and advice from November 18 – January 2

The Tenant Advocacy Project (TAP) is a student practice organization at Harvard Law School. TAP advocates provide free representation and advice to residents of or applicants to public housing; Section 8 and MRVP voucher holders or applicants; and people seeking assistance with reasonable accommodation plans. TAP students are supervised by an attorney who attends all hearings with the students. The hearings take place before a local housing authority. TAP students are not certified to represent clients in Court.

Intake Hours: Intake hours vary depending on staffing resources. Tenants should leave a detailed message on the TAP voicemail, and someone will call back within a week. Intakes are conducted via telephone. Tenants may also fax or email their requests for assistance if they prefer not to leave a voicemail message.

TAP represents tenants whose public housing, Section 8 or MRVP is administered at the following public housing agencies: Metro Housing Boston, Arlington, Belmont, Boston, Braintree, Brookline, Cambridge,

Chelsea, Everett, Malden, Medford, Melrose, Milton, Newton, Quincy, Revere, Somerville, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn.

Cases Handled: Public housing evictions, application denials, reasonable accommodation requests, transfer denials, subsidy terminations, HUD-subsidized housing, project-based subsidies.

Cases NOT Handled: Court cases; rental assistance denials, disputes with landlords or other tenants.

IMMIGRATION SECTION

Some of the following organizations offer legal clinics in the community. Call first to verify the dates, times, and locations.

ASIAN TASK FORCE AGAINST DOMESTIC VIOLENCE - Legal Advocacy Program
PO BOX 120108, Boston, MA 02112 **www.atask.org**
24-Hour Domestic Violence Multi-Lingual Hotline: (617) 338-2356

AMERICAN IMMIGRATION LAWYERS ASSOCIATION (AILA)
www.ailalawyer.org

The AILA search engine may be used to assist clients in narrowing their choices in selecting a private immigration attorney. The attorneys do not provide pro bono services.

ASCENTRIA CARE ALLIANCE – Immigration Legal Assistance Program (ILAP)
Formerly Lutheran Social Services of New England **www.ascentria.org**
Worcester Office: 11 Shattuck Street, Worcester, MA 01605
Tel.: (774) 243-3045 • infolegal@ascentria.org
West Springfield Office: 425 Union Street, West Springfield, MA 01089
Tel.: (774) 243-3045 • infolegal@ascentria.org

Service Area: Statewide

Languages Spoken: Spanish, Portuguese, French, Pashto, Dari. Other languages available.

Appointment Policy: The Immigration Program operates on an appointment-only basis.

Cases Handled: Pro bono and low bono legal representation in cases involving asylum seekers, unaccompanied minors, and victims and survivors of domestic violence, human trafficking, and violent crime. In addition, Ascentria provides consultations to clients with general immigration questions and full representation including removal defense, adjustment of status, naturalization, family-based petitions, consular processing, and temporary protected status applications.

Case acceptance is based upon attorney availability.

Consult fee is \$60. Fee waivers and payment plans available for clients under certain income guidelines.

CATHOLIC CHARITIES ARCHDIOCESE OF BOSTON

275 West Broadway, South Boston, MA 02127

(617) 464-8100; ask for Consultation with Immigration Department Clinic hours: Appointment ONLY

There is no longer a walk-in clinic.

Clients must call on Mondays at 9am ONLY to schedule an appointment.

Currently not accepting new asylum cases.

Cases Handled: Low-income referrals from within Greater Boston areas. Handle immigration applications; represents Clients before US Citizenship and Immigration Services and the Immigration Court. Spanish speaking attorneys and staff. Other languages available.

Other Services: Clinic: For attorney consultation. By appointment only. Consult fee is \$60.00; fee can be waived in extreme cases.

Fees: Additional Nominal Fee depending on case type.

CENTRO PRESENTE

12 Bennington Street, #202, East Boston, MA 02128

www.cpresente.org

(857) 256-2981 • Fax (617) 629-2436

Cases Handled: Legal immigration services including Deferred Action (DACA), NACARA, TPS, family-based petitions, work permit renewals, fingerprints, adjustment of status, citizenship applications. Provides, Spanish, English, and Citizenship classes. Will also refer clients to private attorneys. Languages spoken Spanish, English.

CITY OF BOSTON IMMIGRATION CLINIC

Boston City Hall, One City Hall Square, Boston, MA 02201

(617) 635-2980

Provides free immigration advice and assistance coordinated through the mayor's office. The clinic operates on the first and third Wednesday of each month.

Hours of Operation: The immigration clinic operates in Room 804 of the Boston City Hall from 12:00 pm (noon) until 2:00 pm. Call for dates. Please keep in mind there are no intakes done after 2:00 pm. For more information, please contact the Mayor's Office of New Bostonians, Boston City Hall Room 810, (617) 635-2980.

RIAN IMMIGRANT CENTER

Formerly known as IRISH IMMIGRANT CENTER

1 State Street, Suite 800, Boston MA 02109

www.riancenter.org

(617) 542-7654

****FREE Legal Clinics on Immigration and U.S. Citizenship issues. Please call-in advance to confirm clinics are being held****

Cases Handled: Provides legal counsel, representation, and referrals for immigrants on issues related to U.S. immigration and citizenship. Also provides some social services, English language classes, and cross-cultural education programming.

PROJECT CITIZENSHIP

**4 Faneuil South Market Building, 3rd Floor, Boston, MA 02109
(617)694-5949**

info@projectcitizenship.org

Project Citizenship is New England's largest citizenship services provider that helps eligible, legal permanent residents (LPRs) overcome barriers to naturalization. Project Citizenship offers free citizenship assistance including eligibility screening, application assistance, legal referrals and all materials needed to apply for U.S. citizenship. Project Citizenship has community partners throughout New England that provide a range of support services, including civics instruction, application assistance, and referrals to legal services and ESOL classes.

SEXUAL ASSAULT SECTION

VICTIM RIGHTS LAW CENTER

(617) 399-6720

Intake: Please call our intake line at 617-399-6720 ext. 19 and leave your contact information, including your name and a safe phone number, and a brief message.

Eligibility: Victims of sexual assault in Massachusetts. No income restriction.

Languages: Spanish. For additional languages, we use the language line or other interpreter services.

Services: The VRLC provides free civil legal services to sexual assault victims in Massachusetts in the areas of safety, privacy, immigration, education, housing, employment, and financial stability. The VRLC also provides advice regarding the criminal justice process. The VRLC provides brief consultations and full representations related to those legal areas. The VRLC does not provide services related to family law or tort suits.

STUDENT LOAN SECTION

LEGAL SERVICES CENTER

**122 Boylston Street, Jamaica Plain, MA, 02130
(617) 522-3003 • Fax (617) 522-0715**

For student loan assistance leave a message on the hotline at 617-390-2669 or call main number.

ATTORNEY GENERAL'S INSURANCE & FINANCIAL SERVICES HOTLINE

(888) 830-6277

The Attorney General's Insurance & Financial Services Division provides a hotline and free mediation service to borrowers who are having difficulties with student loans.

STUDENT LOAN BORROWER ASSISTANCE

<http://www.studentloanborrowerassistance.org>

The National Consumer Law Center's Student Loan Borrower Assistance Project is a resource for borrowers, their families, and advocates representing student loan borrowers. The website features a wide range of questions and answers about student debt.

TAXES SECTION

GBLS LOW INCOME TAXPAYER CLINIC PROJECT

197 Fried Street, Boston, MA 02114

www.gbls.org

(617) 603-1569 • 1-800-323-3205 • TTY (617) 371-1228 • Fax (617) 371-1222

Service Area: See Greater Boston Legal Services.

This project provides free tax assistance and representation (but not routine tax return preparation) to low-income taxpayers. Priorities are immigrant families with any tax controversy (frozen/delayed refunds; audits; collections; ITINs needed or denied); workers with bank or wage levies; and disabled persons. Clients seeking assistance should call (617) 603-1569. People in need of representation who do not fit those priorities should be referred to the Bentley LITC, VLP, or the Taxpayer Advocate: federal (877) 777-4778; and Massachusetts, Dennis Buckley (617) 626-3235.

FEDERAL TAX CLINIC - LEGAL SERVICES CENTER OF HARVARD LAW SCHOOL

122 Boylston Street, Jamaica Plain, MA 02130

(617) 390-1729

Free legal representation to clients with tax problems including Audit reconsiderations, Offers in Compromise, Installment Agreements, IRS Liens and Garnishments, Innocent Spouse Claims, Dependency Exemptions, Child Tax Credit, Earned Income Credit and more.

MASSACHUSETTS DEPT. OF REVENUE HARDSHIP TEAM

(617) 887-6400

If you are unemployed or are receiving certain government benefits, you may qualify for temporary hardship status. Call the Hardship Team at **617-887-6400** to tell us about your circumstances and discuss hardship eligibility.”

MASSACHUSETTS DEPT. OF REVENUE TAXPAYER ADVOCATE

Dana Ackerman

(617) 626-3827

VETERANS SECTION

BOSTON BAR ASSOCIATION LAWYER REFERRAL SERVICE

16 Beacon Street, Boston, MA 02108

www.bostonbarlawyer.org

Military Legal Help Line: The Boston Bar Association Lawyer Referral Service connects veterans, military personnel, and their families with either attorneys offering regular and reduced fee legal assistance, or government and non-profit agencies offering pro bono services. Callers should identify their affiliation with the military when calling. All 61 attorneys on the Lawyer Referral Service who have elected to take these cases are trained to assist with the unique legal issues faced by members of the military and their families.

LEGAL SERVICES CENTER

122 Boylston Street, Jamaica Plain, MA 02130

(617) 522-3003 • Fax (617) 522-0715

Intake Line for Veterans Legal Clinic: (617) 390-2525

legalservicescenter.org

Veterans and Family Members of Veterans: Federal veterans’ benefits (e.g., service-connected disability, pension, dependency, and indemnity compensation (DIC), etc.), Massachusetts veterans’ services benefits, and discharge upgrades/correction of military records.

BAR ASSOCIATION, LEGAL ANSWERS, AND LAW LIBRARY PROGRAMS

MASS LEGAL ANSWERS ONLINE

40 Court Street, Boston, MA 02108

Organization Website: <http://www.mass.freelegalanswers.org>

Organization Email: info@masslao.org

Service Area: Statewide

Program Description: Mass Legal Answers Online is a website where low-income Massachusetts residents can post their civil (non-criminal) legal question. Volunteer attorneys will answer the question through the same website. Mass Legal Answers Online is part of the American Bar Association's Free Legal Answers project and is being administered by the Massachusetts Law Reform Institute with the assistance of the Volunteer Lawyers Project.

Intake Notes: Go to www.masslao.org/ and create an account by answering some eligibility questions. Clients can ask up to three legal questions per calendar year. A volunteer attorney will answer questions through the same website.

TRIAL COURT LAW LIBRARIES

Trial Court Law Libraries

www.mass.gov/courts/case-legal-res/law_lib

Office of Court Management, 2 Center Plaza, 9th Floor, Boston, MA 02108

800-445-8989 • (617) 878-0338

Hours of Operation: 8:30 am - 4:30 pm.

The Trial Court Law Libraries are a system of seventeen law libraries located across Massachusetts. Just like public libraries, everyone can use the libraries and their services.

Librarians are available by phone, email, instant messaging and in person. Hours are 8:30 am - 4:30 pm. For locations, call the 800# or go to the website.

LAWYER REFERRAL SERVICES

The lawyer referral services listed here refer callers to lawyers for all types of cases, including contingency cases. Most LRS attorneys charge an initial hourly fee from \$25 to \$75. Lawyers will then negotiate fees with clients who retain them after the consultation. Some LRS lawyers will charge lower fees to clients who meet the bar association's financial guidelines listed below.

BOSTON BAR ASSOCIATION LAWYER REFERRAL SERVICE

16 Beacon Street, Boston, MA 02108

www.bostonbarlawyer.org
Email: LRS@bostonbar.org

The Boston Bar Lawyer Referral Service has been connecting the public to lawyers for over 60 years. Clients can use our online intake to self-refer to an attorney instantly. All attorneys charge fees; please see below for reduced fee guidelines.

Referrals made online 24 hours a day. NO walk-ins.

Referrals to bi-lingual attorneys available.

Service Area: Massachusetts, concentration in Greater Boston; many attorneys willing to travel to clients.

Subject Areas: Attorneys in all areas of the law, including over 350 sub-categories.

No Pro Bono services are rendered.

Reduced-Fee Panel Guidelines: Some attorneys take reduced fee cases. Reduced Fee Referrals are limited to clients who document:

- Annual gross household income no more than 300% of the 2019 Federal Poverty Guidelines.
- Household cash assets do not exceed \$3,000 or 10% of gross annual household income (whichever is greater).
- Total real estate holdings limited to one owner-occupied dwelling.

The Boston Bar Association referral has attorneys trained to assist with unique legal issues faced by members of the military and their families.

JUSTICE BRIDGE LEGAL CENTER

Boston Office:

www.justice-bridge.org

67 Battery March Street Lower Level, Boston, MA 02110-3110

(617) 860-3414 • Fax (857) 263-8881 • 9:00 a.m. to 5:00 p.m., Monday through Friday, by appointment only during the Covid-19 State of Emergency. Evenings Mondays through Fridays (by appointment).

New Bedford Office:

257-259 Union Street, New Bedford, MA 02740

(508) 449-9296 • Fax (774) 202-2214 • 9:00 a.m. to 5:00 p.m., Monday through Friday, by appointment only during the Covid-19 State of Emergency. Evenings Mondays through Fridays (by appointment).

A Legal Incubator Program of the University of Massachusetts School of Law. All legal representation is provided by licensed attorneys in good standing, who carry professional liability insurance and consult with over eighty retired judges and other in-residence and on-call mentors in the incubator program who average over 30 years of legal experience. Persons may also submit their request for services anytime at their convenience through our confidential website – www.justice-bridge.org

Service area: Metropolitan Boston area extending into eastern Massachusetts, the South Shore and South Coast, and Cape Cod.

Languages other than English: Spanish

Services provided: Legal consultation and advice, as well as limited scope representation (LAR) and full legal representation, in the most civil practice areas, including family law (including divorce, custody, alimony, child support, modifications), housing (including evictions and breach of warranty law), consumer law, debt collection and re-finance, bankruptcy, probate, wills and trusts, immigration, business law, incorporation, representation of non-profits, employment law, and education law (including IEP plans and special education appeals).

Income eligibility: Optional fixed fee and flexible payment plans may be available. Hourly rates range between \$75 to \$100 per hour, depending on clients' income and assets. Incubator attorneys are not salaried. They depend on clients for their income and cannot provide free legal services. They do, however, work within the limitations of their prospective clients' budgets.

Boston: Incubator attorneys provide discounted legal services at a scaled hourly rate for clients falling within 225 to 300% of the Federal Poverty Level (approximately \$60,625 to \$72,750 in annual income for a family of four).

New Bedford: Incubator attorneys provide discounted legal services at a scaled hourly rate for clients falling within 200 to 225% of the Federal Poverty Level (approximately \$48,500 in annual income for a family of four).

MASSACHUSETTS BAR ASSOCIATION

20 West Street, Boston, MA 02111

www.MassLawHelp.com

(617) 654-0400 • 1-866-MASS-LRS (627-7577) for in-state calls

Email: lrs@massbar.org

Hours of Operation: 9:00 am to 4:45 pm, Monday – Friday. NO Walk-ins

Currently, the limited hours of operation are 10am to 3pm, Monday – Friday

Service Area: Statewide.

Intake: Language Line available for all intakes in any language.

If you have a legal question, you can receive an instant online referral to an attorney on our website, www.MassLawHelp.com. Available 24 hours a day, seven days a week, MassLawHelp.com will give you the opportunity to get the name of a qualified Mass. Bar Association attorney instantly after filling out a brief online form.

The Massachusetts Bar Association's Lawyer Referral Service (LRS) is one of the largest legal referral services in the nation. Since its inception in 1974, the LRS has helped thousands of people find attorney representation and legal resources. The LRS has attorney members located throughout Massachusetts that can accept cases in many areas of law. All LRS attorneys are in good standing with the state licensing board and must have professional liability insurance. Attorneys participating on the LRS service charge no more than \$25 for the first half-hour consultation.

- **Reduced Fee Referrals** are available in some areas of law and is limited to clients who are income eligible. **No Pro Bono services are rendered.**
- The Massachusetts Bar Association also offers a monthly **Dial-A-Lawyer program**, where members of the public can call in for free legal advice. This is held on the **First Wednesday of each month between the hours of 5:30 and 7:30 pm. Call Toll Free: (877) 686-0711 or (617) 338-0610.**
- The Massachusetts Bar Association's Lawyer Referral Service also offers instant referrals 24 hours a day, seven days a week on **www.MassLawHelp.com**