

EASTERN REGION LEGAL INTAKE

INTAKE UPDATE

July 2024

The ERLI Intake Update is a monthly newsletter that lists current intake information for major legal services programs throughout the state of Massachusetts. The first section lists general civil legal programs, the second section lists programs that handle specific legal topics, and the third section lists agency and non-legal referrals.

Changes for July 2024

Eastern Region Legal Intake (ERLI), a project of the Volunteer Lawyers Project, publishes the Intake Update. Any questions about the Intake Update may be directed to lcarrasquillo@vlpnet.org.

For intake changes and new listings included in this issue, see below:

CASLS – SSA Intake is OPEN for limited intake, NO overpayments cases. (See Full Entry)

DE NOVO– Services Updated (See Full Entry)

Fenway Health/Aids Action Committee – Removed (Office closed on 06/28, no longer accepting new clients)

GBLS – SSI/SSDI Project is OPEN for Intake. (See Full Entry)

GBLS Clemency Initiative – CLOSED (See Full Entry)

GBLS Employment – Services Updated (See Full Entry)

GBLS Elder Law – Housing – OPEN for Intake (See Full Entry)

GBLS Welfare Law – Services Updated (See Full Entry)

Harvard Defenders – CLOSED (See Full Entry)

Massachusetts Alliance of Portuguese Speakers (MAPS) – Services Updated (See Full Entry)

Mass Legal Answers Online – Services Updated (See Full Entry)

Tenant Advocacy Project (TAP) – CLOSED (See Full Entry)

Women’s Bar Foundation – Family Law Project – Services Updated (See Full Entry)

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

bclawlab.org

CLOSED

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

Service Area for Family Law: Suffolk and Middlesex Counties.

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

Cases Handled (provides representation if income eligible, no telephone advice):

Housing: Eviction defense and possible counterclaims, Public housing advocacy for current public housing tenants, tenants with housing subsidies (vouchers), and applicants who have been unfairly rejected.

Family Law: Domestic Relations Cases: divorce, custody, alimony, and child support & Administrative Advocacy against the state Department of Children and Families (DCF): fair hearings, advocacy for third party kin, and representation in petitions for young adults.

CAMBRIDGE AND SOMERVILLE LEGAL SERVICES (CASLS)

60 Gore Street Suite 203, Cambridge, MA 02141
(617) 603-2700 • Fax Line: 617-494-8222

www.gbls.org

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, Portuguese

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

Government Benefits: Denials, terminations, and issues relating to state benefits (TAFDC, SNAP, Mass Health, EAEDC, and EA shelter benefits). SSA Intake (SSDI/SSI terminations, denials, overpayments) is **OPEN** for limited intake – NO overpayment cases.

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. Housing advice.

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

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

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: (855) 252-5342 • 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: 370 Main Street, Suite 200, Worcester, MA 01608. (508)752-3718

Springfield Office: One Monarch Place, Suite 400, Springfield, MA 01144. (413) 781-7814

Northampton office: 20 Hampton Avenue, Suite 100, Northampton, MA 01060. (413) 585-0418.

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

Online Application: [Get Help - Central West Justice Center \(cwjustice.org\)](#)

[Get Help - Community Legal Aid](#)

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.

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

Telephone (617) 661-1010

Fax (617) 661-1011

Languages of Advocates other than English: Spanish (2 Attorneys)

Representative; Asante (1 Attorney); Farsi/Dari (1 Intake Specialist), Spanish (Intake Specialist)

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

Spanish (1 Administrative Assistant, 1 Case Manager)

Cases Handled:

All intakes will be closed from May 6 until further notice.

Immigration: *Services available STATEWIDE.*

- We will be open to take five asylum cases on a first come; first served basis (**CLOSED**).
- 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: OPEN

- Area of coverage 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 no presence of domestic violence.
- *Case types: Divorce, child support, custody, visitation, restraining orders.

Government Benefits (SSI/SSDI):

Opens every 1st of the month and we are only taking 4 Cases per month.

- Area of coverage: 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)
- *Case type: Denied, overpayment, reduction, termination.

Housing: CLOSED

- Area of Coverage: Cambridge, Somerville, Arlington, Belmont, Medford, and Newton.
- **Only taking six cases per week**
- 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 or have been locked out of their home by their property owner.

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

DISABILITY LAW CENTER

(617) 723-8455 • 1-800-872-9992

www.dlc-ma.org

Email: intake@dlc-ma.org

Boston Office: 11 Beacon Street, Suite 925, Boston, MA 02108

Northampton Office: 32 Industrial Dr East, Northampton, MA 01060

No Walk Ins.

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.

Languages of Advocates other than English: Russian (1 Attorney); Spanish (1 Attorney, 1 Intake Specialist); Portuguese (2 Intake Specialists); American Sign Language (1 Attorney); Urdu (1 Attorney); Hindi (1 Attorney)

Languages of Additional Staff who regularly assist clients in languages other than English: French and Spanish (1 Support Staff).

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.

Individual Cases Handled:

Abuse and Neglect Cases – limited information, advice, or representation for individuals, and possible monitoring or investigation on issues where people with disabilities have serious allegations or complaints of abuse and/or neglect where they live or receive services.

Benefits Cases – information and advice on the impact of working on SSI/SSDI recipients’ benefits; information, advice and representation to students on benefits needing disability-related accommodations in school.

Civil Legal Aid for Victims of Crime – information, advice and representation for people who are victims of a crimes and are experiencing disability discrimination related to the crime (ex. community inclusion, employment, health care, housing, abuse prevention, human rights, public accommodation)

Civil Rights – limited information, advice, and representation

- Disability Discrimination: physical access, access to programs and services provided by state entities, communication access, accessible medical/mental health services, employment
- Housing Discrimination: reasonable accommodations or modifications. **No evictions.**
- Voting Access: barriers to voter registration or barriers at polling locations.

Health Care – information, advice, and representation on issues relating to access to durable medical equipment (ex. wheelchairs) for individuals on MassHealth, effective communication in health care.

Human Rights – information, advice, and representation on complaints of serious and systemic violations of human rights where people with disabilities reside, barriers in discharge from a psychiatric facility.

Representative Payee – nominations for potential investigation to SSA where Representative Payees may be inappropriately administering beneficiary benefits.

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

P.O. Box 290267, Quincy, MA 02269

www.dovema.org

Legal Helpline:

(617) 770-4065 (voicemail)

(617) 658-9719 (text)

legaldept@dovema.org (email)

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: DOVE’s legal services are available to residents of Norfolk County or those who have cases in Norfolk County courts and who are survivors of intimate partner violence.

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 (OPEN): Legal advice, consultations, and limited assistance representation (as capacity allows) 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 for Housing Intakes): Legal advice, consultations, limited assistance representation, and legal representation (as capacity allows) 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 (OPEN): Legal advice, consultations, and legal representation (as capacity allows) for survivors in U-Visa, T-Visa, VAWA self-petition, and removal of conditions cases.

EASTERN REGION LEGAL INTAKE (ERLI) of the Volunteer Lawyers Project www.vlpnet.org

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

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

ERLI accepts **online intake submissions** Monday-Friday at <https://vlpnet.org/get-help/>. An email address is required for submission.

Executive Director: Joanna G. Allison, Esq.

Call Center Supervising Attorney: Natasha Lewis, Esq.

Call Center Manager: Chris Neighbours

ERLI provides intake, information, referral, and legal advice to eligible low-income individuals seeking legal assistance. 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 services from the Volunteer Lawyers Project are provided legal information and/or referrals.

ERLI also screens clients for eligibility for the Volunteer Lawyers Project court-based clinics and ERLI's advice panels. Information about the court-based clinics can be found at <https://vlpnet.org/get-involved/clinics-and-projects/>.

Limited English Proficient callers are offered free access to a telephonic interpreting service when speaking with an Intake Specialist. ERLI no longer offers walk-in service.

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

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

Eligibility: No income guidelines.

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):

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

Government benefits: SSI/SSDI Project is OPEN for Intake. 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) OPEN

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 Education

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 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, OR
- client is experiencing workplace harassment/discrimination that might be criminal and so the client may qualify under CLAVC

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.

Victims of Crime: **OPEN** Will handle employment discrimination cases when form of discrimination may be a crime.

Paid Family Medical Leave: Will handle PFML benefit appeals/denials at any stage if benefits have been denied or claimant is otherwise facing barriers to access after applying for benefits with the Department of Family and Medical Leave or their employer's private plan. Will handle limited number of employer retaliation cases after PFML leave.

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. **OPEN** for low-income families who have yet claim tax credits for 2020 and/or 2021, or whose credits were denied. 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 litic-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 2nd and 4th 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 Trafficking Survivor Conviction Relief Initiative

trafficking@gbls.org

617-603-1545

The Trafficking Survivor Conviction Relief Initiative at Greater Boston Legal Services is accepting new clients interested in seeking sealing, expungement, or vacatur of offenses they received as a result of having been trafficked.

Often, as part of a trafficking scheme, a trafficker will coerce or force the person they're exploiting into engaging in criminal activity.

These charges can vary widely in nature depending on how the trafficker chooses to exploit their victim. Some examples of crimes could include:

- Prostitution or sex-work charges

- Drug possession or selling
- Weapons carrying or selling
- Identity and financial crimes
- Shoplifting
- Trespassing
- And more

Survivor-Specific Legal Remedies

In addition to general record sealing and expungement statutes, there are special statutes designed to help survivors clear their records of charges they received as a result of having been trafficked.

These statutes vacate offenses, meaning the remove any guilty findings.

- M.G.L. 265 c. 59 covers offenses for
 - o Prostitution or sex-work
 - o Minor drug possession
- Mass. Crim. Pro. 30(b) and relevant case law cover any offenses where trafficking or abuse was not known at the time of prosecution.

If you are interested in receiving help from The Trafficking Survivor Conviction Relief Initiative, email trafficking@gbls.org.

Please note, Greater Boston Legal Services is committed to prioritizing Black, Indigenous, and People of Color (BIPOC), and LGBTQ+ people.

The Clemency Initiative

clemency@gbls.org

617-603-1545

CLOSED

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, 2 Paralegal Advocates); Portuguese (1 Attorney, 1 Paralegal Advocate); Cape Verdean Creole (1 Paralegal Advocate). WLU uses interpreters for other languages and for these languages as needed.

Cases handled:

Other than as limited below, the WLU considers: 1) any type or stage of **TAFDC**, **EAEDC**, and **Food Stamp (SNAP)** cases; 2) All types of childcare cases regardless of whether or not DTA or TAFDC is involved; 3) Cases for clients who did not get all the COVID 2021 Child Tax Credit or stimulus payments, if any. Clients who never claimed this money or never filed a tax return at all can still file to claim the money. The final filing deadline is April 15, 2025.; and 4) cases in which the Bureau of Special Investigations is investigating an alleged welfare or child care fraud case or seeking a client to agree to disqualification from benefits and repayment of alleged overpayments.

Cases not handled: Welfare cases covered by the GBLS Elder Unit or 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

CLOSED

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 Eviction Clinic: Clinic helps with answer & discovery forms. The clinic only serves people who have received a Summons & Complaint and who have not yet completed their answer &

discovery. To qualify for the clinic, a tenant must have received both a Notice to Quit and a Summons & Complaint. Clinic is held every Wednesday at 10 AM. For HLAB to assess eligibility, clients should complete a [referral form](#)

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.

CLOSED 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

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

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, 2nd Floor, Boston, MA 02110

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

(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

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, **No longer taking bankruptcy cases.**

Family Justice Clinic – Not taking new clients: Domestic Relations (Divorce, paternity); Restraining Orders (209A), DCF Investigation – Early Defense, DCF Fair Hearings.

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 – Not taking new clients: 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 – No longer in this office can visit website PPSL.org or call 617-390-2669: Federal, private, and institutional debt, with a focus on for-profit Colleges.

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, 10th Floor, Suite 1002

Quincy, MA 02171

(617) 338-2345 • 1-800-342-9092 • Fax (617) 338-2347

www.mhlac.org

Intake hours: MHLAC accepts intake requests online for all priority areas 24/7: <https://mhlac.org/legal-help/>. Individuals who are currently hospitalized may also call during MHLAC's LIVE CALL hours to speak to an advocate. No walk-ins.

LIVE CALL hours: Mondays and Tuesdays 1pm – 3pm and Thursdays and Fridays 9am-11am

What to expect: For intake requests not handled during LIVE CALL HOURS, MHLAC will contact you within 8-10 business days to complete an intake interview.

Accommodations: For anyone who cannot reach us as instructed above. Please call 617-338-2345 and press 0 to speak with or leave a message for the operator.

Services Provided: MHLAC provides information and conducts intake as described below. We may provide representation to people with, or perceived to have, a mental health condition, when the legal problem fits within these priority intake areas. Even if we don't take your case for representation, the stories and experiences you share with us help inform MHLAC's strategies to improve mental health care within systems and our communities.

Access to Education**General Priority Intake Criteria:**

1. Student attends a Public or Charter School in MA, and;
2. Student has a known or perceived mental health condition, and;
3. Student has experienced one or multiple of the following:
 - Student has been suspended, expelled, asked to withdraw, has been unenrolled or has been otherwise excluded from school; OR
 - Student is not attending school (e.g., chronic absenteeism, CRA/truancy), has dropped out OR
 - Student is being forced to go to an alternative school or another school in the district; OR
 - Student has been unfairly searched, arrested, or otherwise targeted by law enforcement and/or school resource officers at school; OR
 - Student has been harassed on the basis of their mental health condition and/or disability OR
 - Students who are not receiving appropriate services to meet their language needs.

Any of the following criteria for Holyoke students/families:

- Student with an IEP is not getting timely evaluations;
- The IEP process is stalled or delayed because of lack of interpreters/translators;
- The student's parents are of limited English proficiency, **and**:
 - have received correspondence from the school only in English;
 - have been asked to sign documents in English which they did not understand;
 - have attended meetings or hearings at which interpreters were not available or in which the school used untrained interpreters;
 - **and** are unable to communicate with school staff because of lack of interpreters; OR have been asked by the school to waive rights.

How to request an education intake: MHLAC prioritizes referrals, directly from organizations and advocates. Complete the Education online form to request an intake interview. Once the intake is completed and a copy of the student's education record is obtained, we can evaluate the case for representation. In evaluating cases for intake, the case is screened by the Education Project staff, and the levels of assistance may vary and includes possible limited or full representation, information and referral, and brief advocacy.

Family Law**Intake criteria:**

- Parents with custody and parenting time cases, that can also include divorce, 209A orders, child support, alimony, limited property division or
- Termination or denial of DCF services or program to a parent with a mental health or psychiatric disability or
- Technical assistance to attorneys and case workers on behalf of parents with mental health issues in child welfare/DCF involved cases.

How to request a Family Law intake: Complete the Family Law Project "FLP" online form to request an intake interview. Once the intake is completed, the case is screened by the Family Law

Project staff. The assistance levels offered include information and referral, brief advocacy, or full representation.

Access to Mental Health Treatment in hospital emergency departments and inpatient units

Intake criteria:

- Experiences of mistreatment and rights violations in a hospital emergency department/room or mental health facility or
- Allegations of improper disclosure of confidential mental health treatment information

How to request an access to treatment intake: Individuals currently in a hospital emergency department or inpatient unit can call and speak to an intake advocate during MHLAC'S LIVE CALL hours Mondays and Tuesdays 1pm – 3pm and Thursdays and Fridays 9am-11am (see website for any changes to the LIVE CALL schedule), complete an online form, or write to us. MHLAC will screen and conduct the intake interview at the time of the call and provide information and referral. Brief advocacy is offered on a case-by-case basis.

Group Home Evictions

Intake criteria:

- Where eviction or the threat of eviction of a person eligible under the CRT (“Community Residency Tenancy”) law is occurring.

How to request a group home evictions intake: Individuals or their advocate can complete an online form.

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

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:

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

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

Housing: **OPEN**

- **Note:** back to our income guidelines, HUD grant ended.
- All **Public and Subsidized (Section 8 voucher)** evictions at the notice to quit stage.
- All **Private** housing evictions **involving undocumented tenants** at the summons and complaint stage (These calls are also invited to our clinic and a clinic intake is completed if they attend).

- All subsidy terminations.
- All denials for public or subsidized housing.
- All lockouts.
- Emergency bad conditions cases that tenants initiate and report at intake (i.e. no heat, no water, utilities).
- All requests for reasonable accommodations (for physical modifications to the apartment and/or changes in lease/policies).
- All executions (notices by landlord to use an execution for possession to force someone to leave their apartment).

Special Education: CLOSED 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.

Immigration: CLOSED 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.

PBI: OPEN Maintains pro bono panel for: divorce; wills, powers of attorney and health care proxies; bankruptcies and CORI Sealing.

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

ELDER Cases Handled: OPEN 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:

Consumer Law: Civil session debt collection, small claims debt collection, and trustee process (garnishment) cases.

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, Affirmative Conditions cases (non-emergency) and post-foreclosure evictions.

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

Cases **NOT** handled: 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

Client and staff meetings are held by appointment only. In-person intakes are available Mondays through Thursday from 9am to 4pm (lunch 1pm to 2pm). Paper intake forms are available 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

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

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:

Benefits – Disability: Terminations or Denial for adults aged 18-65.

Benefits: Terminations or denials of EA, TAFDC, Unemployment.

Children’s Education Legal Assistance: Assistance with special education, school discipline, enrollment, and other matters related to the provision of primary and secondary services - K-12 only.

Community Development and Entrepreneurship: Services to help start, run, or expand small businesses.

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.

Family Preservation Program: DCF has threatened or indicated that they are considering removing child/children from the home and placing in foster care. NLA will assist from the time of an initial indication of removal or filing of a 51A report of abuse/neglect through the filing of a petition for removal and/or removal. NLA will not consider once a petition for removal has been filed or the child/children have been removed. Covering NLA traditional service area and for applicants 200% and under.

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: **PARTIALLY OPEN** 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.

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.

LGBTQ+ Discrimination: Issues of anti-LGBTQ+ Discrimination including health insurers denying coverage of gender-affirming care for transgender patients.

LGBTQ+ – Gender related name/ID change: Assistance for transgender and gender-diverse people to change their name and update their identity documents to reflect their identity.

Low-Income and Elder Property Tax Lien Foreclosure Assistance: ~~CLOSED Assistance with foreclosures due to tax liens~~

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

www.somervillema.gov/OHS

Intake Phone: (617) 615-6600 ext. 2581; Fax: 617-591 3233

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, and help accessing or applying for rental assistance.

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

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
Email: 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

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

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.

CASES HANDLED:

Listed below are VLP's general areas of practice and case priorities. This list is not exhaustive of the services offered by VLP. Clients should call the Eastern Region Legal Intake (ERLI) line for further information on VLP's units. For most up to date information on VLP clinics, clients should call ERLI or check the website.

Bankruptcy: Cases where clients in debt are seeking information about their options and are considering bankruptcy. Clinics are *not* being run until further notice.

Consumer: Cases where clients are facing debt collection for credit card debt, utilities, medical debt, and automobile repossession. Cases involving unfair debt collection practices as well as identity theft as it relates to a debt collection matter.

Clinics:

- BMC Dorchester Small Claims (In-Person): 2nd and 4th Thursdays of the month from 11am – 1pm and 2 – 4pm.
- VLP also hosts virtual clinics in BMC Central. To determine eligibility for virtual clinics, clients should contact ERLI to complete an intake.

Family Law: Cases involving divorce, custody, paternity, contempt, modification actions, etc. VLP's Family Law Unit cannot handle emergencies, active domestic violence issues should be referred to GBLS or elsewhere.

Clinics:

- Suffolk Probate & Family Court Family Law Clinic: 1st and 3rd Wednesday of the month from 9am – 1pm.
- VLP also hosts virtual clinics. To determine eligibility for virtual clinics, clients should contact ERLI to complete an intake.

Guardianship: Cases where the client is seeking to become the guardian of a minor child OR of an incapacitated person (including incapacitated elders). Clients ideally should obtain a Medical Certificate or Clinical Term Report prior to contacting VLP.

Clinics:

- Suffolk Probate & Family Court Guardianship Clinic: 1st and 3rd Wednesday of the month from 8:30am – 1pm.
- Middlesex Probate & Family Court Guardianship Clinic: 2nd and 4th Thursday of the month from 10am – 2pm.
- VLP also hosts virtual clinics. To determine eligibility for virtual clinics, clients should contact ERLI to complete an intake.

Housing: Cases involving evictions, bad conditions, utilities, retaliation, etc. In public and subsidized housing: applicant selection issues, program terminations, evictions, etc.

Clinics:

- VLP hosts an Answer & Discovery Clinic. All clients need to be screened by VLP staff and scheduled to attend the A&D Clinic. To determine eligibility, clients should contact ERLI to complete an intake.

Wills & Advance Directives: Drafting and modifying of simple wills, powers of attorney, and / or health care proxies. Potential brief advice on trust and estate matters.

Wage & Hour: Cases involving non-payment of wages, minimum wage & overtime violations, tipped wage violations, accrued wage violations, commission payments, misclassification as

independent contractor, etc. Currently VLP is not able to take employment discrimination cases or wrongful termination. If clients feel that they have been discriminated against, advise them to file a complaint with MCAD (Mass Commission Against Discrimination).

Clinics:

- VLP participates in a monthly Wage Theft Clinic at Suffolk Law School which is held approximately once a month from 4 – 6pm. Upcoming Wage Clinics are on VLP’s calendar. To determine eligibility, clients should contact ERLI to complete an intake.

Unemployment: 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. Cases where clients want to appeal a hearing decision to the Board of Review, who have a hearing scheduled for an overpayment waiver, or who have appealed a disqualification late under certain circumstances.

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. The Appeal Clinic is limited to advice and brief services – can potentially assist with drafting initial appeals documents and providing advice on the merits of an appeal and the appellate procedure. The areas of law that are appropriate for referral are the main practice areas of VLP, including family law, housing, consumer, employment, guardianship. To determine eligibility, clients should contact ERLI to complete an intake.

VLP LANDLORD ADVOCACY PROJECT

Helpline: 857-320-6452

Webpage: <https://vlpnet.org/landlord/>

Contact: Yesenia Carrion, Landlord Project Coordinator, @857-320-6452, or email ycarrion@vlpnet.org

Overview: The VLP Landlord Advocacy Project provides free legal services, financial application support, and access to educational materials and resources to low-income homeowner landlords who reside in the properties they rent out. Our clients are landlords who need help with rent payments from tenants or issues with paying their mortgage or maintaining their property. Call the Landlord Project helpline at 857-320-6452 to determine eligibility for the client.

Service Area: Statewide across the Commonwealth of Massachusetts.

Intake Hours: Callers may leave a message anytime on our intake line. Intakes are conducted Monday through Friday, 8:30am – 4:30pm. Please call to schedule an intake.

Walk-in Clinics:

Every Tuesday from 9am – 1pm at the Eastern Housing Court (also from 1pm – 4pm) and Canton Housing Court.

Every Wednesday from 9am – 1pm at the Brockton Housing Court.

Every Thursday from 9am – 1pm at the Worcester Housing Court.

Every Thursday from 9am – 1pm at the Western Housing Court.

Walk-in Clinic Scenario: Landlords who appear in court and need help with mediation, motions, or trials can go to the VLP Landlord Advocacy table. VLP's Landlord team will help provide general advice to help landlords deal with particular issues, such as assistance in assessing their options in pursuing their case, assistance in preparing pleadings or motions, and their options for recovering arrears and costs on that court day.

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

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: income up to 500% FPL, MA resident AND one of the following:

1. positive HIV/AIDS diagnosis, or
2. people who inject drugs who are also experiencing housing instability; or
3. queer and transgender Black, Indigenous, and people of color ages 13-29 in the Greater Boston area.

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, children with autism and other disabilities in Boston, Lawrence and Somerville, multilingual families who are experiencing language access barriers and barriers to education, and parents seeking greater school inclusion.

Services: MAC's services include: a multilingual free helpline (open M-Th 9-5); intensive technical assistance and legal representation for parents of children who are struggling in school, including children with autism and other disabilities, parents of children who are Black, and immigrant families. Parents and professionals wishing to discuss their special education issues can access the helpline by leaving a voice message with their name, phone number, town they are calling from, and a brief description of why they are calling or completing the online form on our website. Helpline staff will provide callers with information, guidance, resources, and referrals during the Helpline call, and in limited instances provide intensive technical assistance and legal representation. We are currently experiencing a high volume of requests so it could take up to a week for us to return calls.

CIVIL RIGHTS SECTION

ATTORNEY GENERAL'S CIVIL RIGHTS HOTLINE

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

The Attorney General's Civil Rights Hotline provides information and resources to residents and visitors in Massachusetts about civil rights and civil liberties.

The division accepts and reviews complaints alleging civil rights violations and brings enforcement actions under state & federal laws that prohibit discrimination in employment, housing, financial services, public education, and public accommodation on the basis of disability, race, national origin, gender, religion, gender identity, sexual orientation, age, etc.

The division enforces the Massachusetts Civil Rights Act by prohibiting civil rights injunctions to protect victims of bias-motivated threats, intimidation, coercion, and violence. It advocates for civil rights and civil liberties by reviewing policy and legislation and filing amicus briefs in civil rights cases.

CONSUMER/GOVERNMENT RESOURCES SECTION

ATTORNEY GENERAL'S CONSUMER ADVOCACY AND RESPONSE DIVISION

(617) 727-8400

<https://www.mass.gov/info-details/consumer-services-at-the-attorney-generals-office>

CARD employs trained consumer specialists that 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 most common issues that CARD can handle include:

- Defective products
- Car sales and financing
- Auto repossession issues
- Debt collection
- Mortgage servicing and loan modification
- Home improvement contract issues
- Business closures
- Utility bill disputes
- Shut off of un-regulated utilities
- Identity theft
- Issues specific to immigrants, veterans, homeless and elder residents

**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

**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.

**COMMITTEE FOR PUBLIC COUNSEL SERVICES (CPCS)
75 Federal Street, 6th Floor Boston, MA 02110
(617) 482-6212**

www.publiccounsel.net

Provides legal representation for those unable to afford an attorney in all matters in which the law requires the appointment of counsel, including:

- Criminal
- Delinquency
- Youthful offender
- Child welfare (including CRA and DCF cases)

- Mental Health (including civil commitment, guardianship, and involuntary treatment)
- Sexually dangerous person & Sex-offender registry cases
- Related appeals & post-conviction matters

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.

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

clinics.law.harvard.edu/defenders

9 AM to 5 PM Monday through Friday

CLOSED – until September 5th, 2024.

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)

Monday – Friday from 10am – 5pm

<https://www.mass.gov/info-details/the-attorney-generals-elder-hotline>

Statewide, toll-free hotline to help elders find answers to their questions, resolve disputes with businesses, and assist with other issues including:

- Abuse & exploitation of elders
- Debt & debt collection practices
- Health Insurance
- Home Improvement
- Landlord, tenant, & housing issues
- Long-term care
- Identity theft & scams
- Retail disputes
- Telemarketing

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

Call Specialist available Monday-Friday, 9am – 5pm

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

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

info@publicguardianservices.org

www.publicguardianservices.org

Service Area: Suffolk, Norfolk, or Plymouth County

Cases Handled: Depending upon current caseloads, PGS may be able to act as a guardian for an incapacitated elderly or disabled person if there is no other person willing or able to serve.

Eligibility: To be eligible for services, it must be established that no other suitable person is available or willing to serve, and 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

Fair Labor Hotline: (617) 727-3465

<https://www.mass.gov/wage-and-hour-laws>

Monday – Friday, 10am – 4pm

The Attorney General's Fair Labor Division enforces laws about minimum wage, overtime, payment of wages, sick time, meal breaks, temp worker's protections, domestic workers' protections, recordkeeping, etc.

FAIR EMPLOYMENT PROJECT

777 Concord Ave., Cambridge, MA 02138

www.fairemploymentproject.org

(617) 902-0192

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: Telephone consultations, referrals, and advice are available to pro se litigants in the Greater Boston area who are survivors of domestic violence in matters related to domestic relations, immigration, and abuse prevention orders.

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

Cases Handled:

Domestic Relations (CLOSED for Family Law cases, OPEN for Abuse Prevention Orders):

Consultations, brief services, and limited assistance representation available for survivors of domestic violence in a wide range of family law matters including, divorce, custody, visitation, child support, contempt, modifications, and 209A abuse prevention orders. Services beyond consultations will be considered on a case-by-case basis. Representation is limited to District and Probate and Family Courts located in the Greater Boston Area.

Immigration (CLOSED for new cases): Consultations, brief services, and representation available for survivors of domestic violence seeking to file affirmative applications (VAWA self-petitions, T/U Visas, I-751 Waivers, and asylum). Services beyond consultations will be considered on a case-by-case basis. Currently not able to take cases in removal proceedings.

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

P.O. Box 290267, Quincy, MA 02269

www.dovema.org

Legal Helpline:

(617) 770-4065 (voicemail)

(617) 658-9719 (text)

legaldept@dovema.org (email)

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: DOVE's legal services are available to residents of Norfolk County or those who have cases in Norfolk County courts and who are survivors of intimate partner violence.

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 (OPEN): Legal advice, consultations, and limited assistance representation (as capacity allows) 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).

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
246 Walnut Street, Newton, MA 02160**

www.centerforpublicrep.org

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 • 857-244-0002**

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, Haitian Creole and French

Services Provided: Helpline Counselors who speak English, Spanish, Portuguese, Haitian Creole and French 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.

HOUSING FAMILIES INC. PRO BONO LEGAL SERVICES PROGRAM

**919 Eastern Ave., Malden, MA 02148
(781) 322-9119 ext. 146**

www.housingfamilies.org

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 – will reopen in Fall 2024 (date TBD).

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

(857) 256-2981 • Fax (617) 629-2436

www.cpresente.org

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
(617) 542-7654**

www.riancenter.org

****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

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**

legalservicescenter.org

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

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: <https://mass.freelegalanswers.org/>

Organization Email: info@masslao.org

Service Area: Statewide

Income limits: Household income must be less than 250% of the Federal Poverty Level. Liquid assets cannot exceed \$6,000 in value (includes checking and saving account balances, as well as stocks or bonds held outside retirement accounts).

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](mailto: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 need to hire a private attorney, 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. **Please note, there will be NO Dial-A-Lawyer held on July 3rd, 2024.**
- The Massachusetts Bar Association's Lawyer Referral Service also offers instant referrals 24 hours a day, seven days a week on www.MassLawHelp.com

SOCIAL SERVICES ORGANIZATIONS

Citizen's Information Center– Office of the Secretary of State

(617) 727-7030 or 1-800-382-6090

E-mail: cis@sec.state.ma.us

A Citizen's Guide to MA State Services. The guide contains information about state services, agencies, and contact points, as well as information on consumer affairs, employment, environment, legislation, taxes, how to reach elected officials, start a small business, or obtain a license.

Age Strong Boston Commission

(617) 635-4366

E-mail: aging@boston.gov

Services for Boston residents aged 55 and over include assistance in applying for government benefits and community-based services, discount programs, housing advice, transportation options, advocacy, volunteer programs, information, and referrals.

Executive Office of Elder Affairs – SHINE Program

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

www.800ageinfo.com Free health insurance information, assistance, and counseling to Medicare beneficiaries of any 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.

Health and Human Services Catalog

www.mass.gov/eohhs/utility/catalog-of-services.html

Use the Catalog of Services to learn about health and social services available in Massachusetts. The catalog provides general information about who is eligible for services and how to apply.

MASS 2-1-1

Dial 211 or 1-877-211-MASS (6277)

Mass 211 provides information about critical health and human services available in the community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. 24 hours a day, 7 days a week.

MASSCAP

www.masscap.org

MASSCAP is the association of the 24 MA Community Action Agencies, which are private, nonprofit human service and advocacy organizations. These community-based agencies provide programming and training for low-income people in workforce development and education, asset development, small business creation, Head Start and daycare programs, WIC nutrition, senior services and youth programs, emergency food assistance, health services, homelessness prevention, affordable housing creation, home heating assistance, and weatherization assistance.

Mass Options

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

www.MassOptions.org

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

Massachusetts Alliance of Portuguese Speakers (MAPS)

www.maps-inc.org

1046 Cambridge Street, Cambridge, MA 02139

697 Cambridge Street, Suite 203, Brighton, MA 02135

One Stoughton Street, Dorchester, MA 02125

490 Central Street, Lowell, MA 01852

24 Union Ave., Suite 8 &10, Framingham, MA 01702

Now Open – Our relocated Somerville Office and new Everett Office!

362 Somerville Ave., Somerville, MA 02143

792 Broadway, Everett, MA 02149

(617) 864-7600 • Fax (617) 864-7621

(617) 787-0557 • 1-800-232-7725

(617) 825-5897 • Fax (617) 825-4167

(978) 970-1250 • Fax (978) 970-0843

(508) 872-2652 • Fax (508) 872-2658

(617) 764-2091 (By appointment only)

(617) 917-4556 Hours: 9am to 5pm, Mon-Fri

Provides services to the Portuguese-speaking community, including Immigrant Integration Services; Citizenship Assistance; Elder Services; Family-Based Services (FBS) and In Home Therapy for children and families; Domestic Violence and Sexual Assault Services; Intimate Partner Abuse Education; HIV/STI Prevention & Screening; Non-Medical Case Management; Impaired Driving Program; Notary Public and Translation Services.

Free Short-Term Mental Health Services – Short-term, virtual counseling with Portuguese-speaking professionals around stress, anxiety, post-pandemic impacts and more. Call 617-864-7600, Monday through Friday, 9am to 5pm. For more information, call 617-864-7600.

COVID-19 Vaccines and Information – Call Bilingual Hotline at 888-509-7788 or 617-864-7600.

Keep updated at <https://maps-inc.org> or on our social media pages.

Somali Development Center

10 Malcolm X Blvd 2nd Floor Roxbury, MA 02119

Phones: 617-522-0700 • 617-522-6969

www.sdcboston.org

Language Capacity: Somali, Arabic, Amharic, Tigrinya, Oromo

Provides community services to all Somalis and other African communities in Boston, regardless of immigration status. These services include:

- Post-resettlement community services such as housing search assistance, advocacy, interpretation, and translation
- Basic adult literacy program, ESOL classes, and citizenship assistance
- Youth employment, crime prevention and general youth adjustment issues
- Elder care services
- Newcomer orientation & acculturation related issues
- Employment services including job readiness training and job search
- Legal assistance in the areas of immigration, welfare, housing, domestic violence, and advocacy in the courts
- Maternal-child health issues, health education and health care access in general
- Mental health counseling and crisis intervention
- Access to resources and information provided in constituents' native language

Identity Affirmation Project (IAP)

Services: Program through New England Law School where nonbinary and transgender individuals receive assistance changing their names and gender markers on their license, social security cards, passports, as well as changing their name through the court. Those seeking services should refer to the following link and follow the instructions: [Identity Affirmation Project Inquiry Form \(office.com\)](#).

For more information, please visit their website: [Identity Affirmation Project - NEL \(nesl.edu\)](#).

Intimate Partner Abuse Prevention Helpline

Services: Now Open to all MA residents

Thanks to COVID-19 relief funds from the CARES ACT, Massachusetts now has a Helpline that people can call for help rather than harming their partner. Open to any resident, the helpline is the first in the nation of its kind. This initiative is designed to prevent intimate partner violence by fostering accountability and change in people who harm or may harm their intimate partner. You can find more information at [10to10helpline.org](#) or by calling (877) 898-3411.

Resolution Massachusetts: Where People Build Common Ground

Services: You can find Resolution Massachusetts Centers providing free day of trial mediation services where they are approved in seventy-nine court divisions across the state ranging from small claims, summary process, juvenile delinquency, harassment prevention orders to probate and family issues. In addition, they provide the following services more broadly in each of their communities outside the courts:

- **Mediation**
- **Conflict Coaching**
- **Deliberate Dialogue**
- **Re-Entry**
- **Restorative Practices**
- **Facilitation**
- **Training**
- **Youth Programs**

To find the center serving your area, [please visit their website](#).

COURT SERVICE CENTERS

[Virtual Court Service Centers | Mass.gov](#) – Refer Here for Information
[Learn about Court Service Centers | Mass.gov](#) – Refer Here for Locations

How to connect with the Court Service Centers: Contact the Virtual Court Service Center (intake line) Monday – Friday from 9 am to 12 pm.

By using internet browser or Zoom app: [Launch Meeting - Zoom \(zoomgov.com\)](#)

By phone: Dial (646) 828-7666. Enter the Meeting ID number **1615261140** and then press # #

**Emergencies after 12 pm should contact their local clerk or Registry’s office.

Eligibility and Cost: No income or immigration status eligibility requirements. CSC services are free (except for filing fees or fees associated with the case).

Service Area: All of Massachusetts

Intake Hours: Monday-Friday 9 am to 12 pm

Case Types Handled: Family Matters (Divorce, custody, child support, parenting time), Guardianships of Minors or Adults, Name Changes or Corrections of Vital Records, Voluntary Administrations, Landlord/Tenant Matters, Abuse Prevention/Restraining Orders/Harassment Orders, Civil Commitments/Section 35, Small Claims.

Will Not Handle: Formal/Informal Probates of Estate, Adoptions, Appeals, Immigration, Joint Petitions for Divorce, Joint Modifications, Most matters in Juvenile Court

Program Description: The Court Service Centers give free one-on-one help filling out court forms; general information about court rules, procedures, and practices; access to interpreter services; contact information about community resources and legal services; and user-friendly self-help materials.

The centers **do not give legal advice and cannot provide representation**. They may not speak to people already represented by a lawyer.

How are Services Provided: Court Service Centers are operating a hybrid service model that includes in-person and remote services generally by appointment.

Court Service Center locations provide in-person services on Tuesdays and Thursdays (8:30 am-1 pm; 2 pm-4:30 pm) with priority given to emergency cases and appointments, and remote services on Monday, Wednesday, and Friday (8:30 am – 4:30 pm). The Virtual Court Service Center (intake line) will continue to be available Monday through Friday via Zoom video conferencing software for both emergency, and non-emergency matters.

Although limited in-person services are offered at some locations, people are strongly encouraged to connect with the CSCs through the Virtual Court Service Center for both emergency and non-emergency matters.

OMBUDSMEN AND AGENCY CONTACTS

Boston Housing Authority Grievance Panel Coordinator

(617) 988-4579, TTY: (800) 545-1833 ext. 420

appeals@bostonhousing.org

The Department of Grievances and Appeals conducts administrative hearings when requested by Boston Housing Authority (BHA) applicants and residents to review certain BHA actions. A resident who has any questions regarding the appeal process may contact the Grievance Panel Coordinator.

Department of Children and Families Ombudsperson

(617) 748-2444

Department of Housing and Urban Development (HUD) Resource Line (800) 955-2232

For questions or complaints about HUD rental programs, including Housing Choice (Section 8) Vouchers, HUD has a central resource line from which an operator will direct the client to the appropriate office based on their case information.

Department of Public Utilities Consumer Hotline

One South Station, Boston, MA 02110

(617) 737-2836 or (877) 886-5066

Department of Transitional Assistance (DTA) Ombudsperson

DTA Central Ombudsperson

600 Washington Street, Boston, MA 02111 Ombudsperson Line: (617) 348-5354 sara.craven@state.ma.us

Assistance Line: (877) 382-2363

The DTA Ombudsperson can be contacted as an avenue for advocates to report repeated issues they have noticed among their cases. Clients themselves should not contact the DTA Ombudsperson phone number or email. Clients should instead call the DTA Assistance Line.

Department of Public Health – Division of Healthcare Quality Advocacy Office and Complaint Unit

99 Chauncy Street, Boston, MA 02111 (617) 753-8150 or (800) 462-5540

Clients may call to make a complaint about health care facilities. The division also investigates complaints of patient abuse and neglect in long-term care facilities and discrimination in treatment based on being a Medicare beneficiary.

Health and Human Services

(800) 462-5540 or (617) 753-8150

To file a complaint about a hospital, clinical staff, nurse, or physician, call the 24-hour consumer complaint line or file a complaint online at <http://www.mass.gov/eohhs/>.

Inspectional Services Department – Boston

1010 Massachusetts Avenue, 5th Floor, Boston, MA 02118

(617) 635-5300 OMBUDSMEN AND AGENCY CONTACTS

Refer Boston tenants to this number for information or to make complaints about conditions.

Massachusetts Division of Insurance

1000 Washington St, Suite 810, Boston, MA 02118
(877) 563-4467

For specific questions about insurance coverage, to register a complaint or make suggestions, contact the toll-free consumer information line. The toll-free number connects to all the Division's units.

Mass Health Connector Ombudsperson

Members can contact the Ombudsman Office through the "Contact" section of the Health Connector's website, MAhealthconnector.org, or by mail at PO Box 960484, Boston, MA 02109

MA Long-Term Care/Nursing Home Ombudsperson Office

Massachusetts Executive Office of Elder Affairs
Ombudsman Office

1 Ashburton Place, 5th Floor, Boston, MA 02108
(617) 727-7750 or 1-800-AGE-INFO (1 (800) 243-4636)

Mass Rehab Commission Ombudsperson

MRC Ombudsperson Customer Relations Department
600 Washington Street, Boston, MA 02111

(617) 204-3600 (central office) or 1 (800) 245-6543 voice or TTY

Clients can be directed from central office or call the office nearest them.

Clients may contact the Ombudsperson about issues such as delays in service, their legal rights within the system, or provision of specialized services. The Ombudsperson also helps Social Security claimants and to beneficiaries of SSI and SSDI.

One Care Ombudsman

11 Dartmouth Street, Suite 301, Malden, MA 02148
(855) 781-9898 or Mass Relay dial 711

One Care is a new health care insurance option for some adults with disabilities living in Massachusetts who are eligible to receive both Medicare and MassHealth services.

Unemployment Insurance Ombudsperson (Problem Resolution Unit)

Problem Resolution

19 Staniford Street, second floor, Boston, MA 02114
(617) 626-6800 or Relay Operator: 1 (800) 439-0183

WEBSITES FOR LEGAL INFORMATION

The Civil Legal Aid for Victims of Crime Initiative (CLAVC) - <https://massclavc.org>

CLAVC helps victims of crime throughout Massachusetts with their related civil legal problems — including family law, housing, immigration, disability rights, child welfare, education, consumer, identity theft, employment rights and public benefits.

Six regional CLAVC funded legal aid programs offer a wide variety of civil legal services to victims of crime who live in that program's geographic service area. Services include housing, public benefits, family law, immigration, consumer law, health law, disability law, education, elder law, veterans' rights, employment rights and much more.

Three statewide CLAVC funded legal aid program offer specialized civil legal services to victims of crime statewide in the areas of children's rights, disability rights and rape and sexual assault.

To get help from a CLAVC lawyer, Applicant must:

1. be a victim or a survivor of a crime.
2. have a civil (non-criminal) legal problem that is a result of that crime; and
3. live in Massachusetts, or the legal problem must be in Massachusetts.

The crime does not need to have been reported to the police or prosecuted.

Information about finding legal help can be found at <https://massclavc.org>

Clean Slate Clearinghouse: <https://cleanslateclearinghouse.org>

Provides people with juvenile and adult criminal records, legal services providers, and state policymakers with information on record clearance policies in all U.S. states and territories.

Center for Medicare & Medicaid Services: <https://www.cms.gov/>

The Center for Medicare and Medicaid Services is part of the Dept. of Health and Human Services. This website provides information on the quality / costs of health care and connects patients to service providers.

Coming Home Directory: <http://www.cominghomedirectory.org>

Extensive information on social and legal services available to ex-offenders returning to or living in communities in Greater Boston.

Disability Info: <https://disabilityinfo.org/>

A resource finder intended for individuals with disabilities to find the information they need.

eFileMA: <http://www.efilema.com>

Allows self-represented litigants to open court cases and e-file documents to participating courts at any time.

GLBTQ Legal Advocates & Defenders: <http://glad.org/rights>

Free information about LGBTQ/HIV legal rights and a connection to a free, confidential hotline to ask questions and obtain information and referrals to attorneys and legal services.

IdentityTheft.gov: <http://identitytheft.gov>

One-stop website offers array of tools for ID theft victims; free recovery plans will assist consumers in alerting police, credit agencies, and IRS.

Trial Court Law Libraries: <http://www.mass.gov/courts/case-legal-res/law-lib/>

The state trial court law libraries website has information on numerous legal issues and a section where clients can ask a librarian.

Courts Self-Help: <http://www.mass.gov/courts/selfhelp/>

Information on how the Massachusetts Court System operates, how to find a lawyer, and how to locate other court-related services.

LSC Legal Aid Organization Finder: <https://www.lsc.gov/about-lsc/what-legal-aid/i-need-legal-help>

The Legal Services Corporation provides funding to 131 independent non-profit legal aid organizations in every state. Enter your address or city to find an LSC-funded legal aid organization near you.

Massachusetts Legal Resource Finder: <http://www.masslrf.org>

Provides contact information for legal aid programs, non-profits, government agencies and court-based programs based on the client's legal problem. Provides links to legal information and self-help materials.

Mass Legal Answers Online: <http://www.masslao.org>

Low-income Massachusetts residents can post their civil (non-criminal) legal questions and volunteer attorneys will answer the question through the same website.

Mass Legal Services: <http://www.masslegalservices.org>

Statewide legal services advocates website. More information if you log in with legal services username.

Mass Legal Help: <http://www.masslegalhelp.org>

Free information and mailings about your legal rights in Massachusetts, uses language geared towards clients.

Mass 211: <http://www.mass211.org>

Website where clients can access social services agency phone numbers throughout the state.

Mass.gov: <http://www.mass.gov>

Official website for the Commonwealth of Massachusetts. Clients can access information about all three branches of the state government.

Medicare.gov: <http://www.medicare.gov>

Official website for Medicare connects those receiving Medicare to service providers, general online resources, and information regarding their rights.

Center for Medicare Advocacy: <http://www.medicareadvocacy.org>

This national non-profit's website provides online literature, self-help materials and Medicare advocacy for elders and people with disabilities.

National Consumer Law Center: <http://www.nclc.org>

The NCLC works to stop exploitative practices, help financially stressed families build and retain wealth, and advance economic fairness. The website work covers a broad range of issues, including consumer protection, unfair and deceptive acts and practices, privacy rights, civil rights, and employment.

Sex Offender Registry Board Law: <https://www.publiccounsel.net/pc/sorb/>

Information, resources, FAQs, and the regulations pertaining to the Sex Offender Registry Board statute.

SSA.gov: <http://www.ssa.gov>

Social Security Administration website provides online resources for advocates, those receiving benefits through SSA and those who are seeking to apply for benefits.

Student Loan Borrower Assistance: <http://www.studentloanborrowerassistance.org>

Project by the National Consumer Law Center for borrowers, their families, and advocates representing student loan borrowers. The website features a wide range of questions and answers about student debt.