

A Collective Voice for Addiction Recovery

The MOAR membership of individuals, families and friends informed us of the need for a Recovery Resource Guide. In response to this need, we have prepared our fourth “MOAR Mini-Guide with MOAR to Come” with prevention and treatment resources, parent support group lists, and AREAS, Addiction Recovery Education Assistance Service, our recovery services program.

This guide includes an array of “how to and where to go for help” fact sheets to support individuals and families in the recovery process. It needs your help to become MOAR resourceful to you. Please continue to tell us what additional information would be helpful for you.

By the way, you too can do MOAR. Please come to one of our meeting locations in Boston (East Boston and Jamaica Plain), Worcester, New Bedford, Beverly, and Springfield. We hope to be MOAR visible anywhere that wants to enhance the voices for recovery.

If you are MOAR interested, call Toll Free: 1-877-423-6627.

MOAR MISSION

Our mission is to organize recovering individuals, families and friends into a collective voice to educate the public about the value of recovery from alcohol and other addictions.

MOAR VISION

MOAR envisions a society where addiction is treated as a significant public health issue and recovery is recognized as valuable to our communities.

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MOAR Inc. takes full responsibility for contents.

A.R.E.A.S
A Recovery Community Service Program
AREAS stands for Addiction Recovery Education Assistance Services.

What is a Recovery Community Service Program (RCSP)?

An RCSP is largely designed and delivered by individuals and families in recovery to support individuals and families (peer to peer) in their (*our*) recovery process.

History

MOAR is an affiliate of NEAAR, New England Alliance for Addiction Recovery, a six state addiction recovery consortium, working together to reduce the stigma of addiction. With the support of the New England Institute of Addiction Studies, NEAAR was a former recipient of a CSAT, Center for Substance Abuse Treatment, RCSP grant. We continue the project, under Third Sector New England.

Why AREAS as an RCSP?

“Before we can educate the public about the value of recovery, we need to heal from our experienced stigma. We don’t know how to get legal, medical, treatment, healthcare services, and we fear asking for help,” came the message from MOAR participants. Thus, MOAR developed supportive curriculum and resource guides. Dialogue that allows openness, and builds an action plan, appears to be a major key to the project.

How does AREAS Work?

Currently MOAR has weekly, one-hour facilitated sessions from a curriculum that addresses topics such as, CORI, Hepatitis C, Sober Housing. Groups are held in Worcester and East Boston. We have added Relapse Prevention for Recovery Advocates, Clarifying Our Values.

For example, Fran Fajana, Massachusetts Law Reform Institute, are resources for spreading this “How to Cope Series” because having a felony challenges job, education, and housing applications. Participants have been mostly from the Worcester Aurora Project, Faith House, and East Boston’s Meridian House.

Connections through these presentations put a face to the issues and the resources needed to address them. These groups help to build relationships that appear to strengthen recovery and reduce stigma.

How About a Parent or Family Support Group Education Service?

Diane Kurtz, Parent Support Groups of Western MA, founder has done presentations of “How to do a Peer-to-Peer Parent Support Group.” Diane has many years of experience and is recognized for her skills. The goal is to help parents or family members who want to learn how to set up Peer-to-Peer Parent or Family Support Groups. Participants walk away feeling hope, and enthused with steps to help other parents.

How to Start a Parents Support Group Parent Support Groups of WMA Style, Diane Kurtz and Tanyss Martula

The Basics:

Make the commitment. (Weekly works best so that people can count on it.)

Find another parent who will make the commitment with you. You can share responsibility and cover for one another for vacations, conflicts, etc.

It is useful to find a professional to occasionally bounce things off or call for questions.

Find a donated spare meeting space (i.e. hospital, school, church, the Y, community center.)

Pick a night and time. (Perhaps start with one hour when group is small. Two hours work well as group expands).

Make the group **free** so that it is accessible to all. (Donations are accepted for material given out.)

Put ads in self-help page of area newspapers.

Make up a flyer and distribute it to:

- Schools (Counselors, Parent Organizations, Teachers, Open Houses)
- Probation Officers
- Churches
- Hospitals, especially emergency rooms
- Pediatricians, family practice physicians
- Therapists
- Drug Rehab Programs

Expect that it may take a while for the group to catch on. In the early weeks, you as facilitators may be the only ones there. However, it is important to show up and to continue to get the word out. The need is there. It **will** happen, primarily by word of mouth.

Once the group does get going, expect the size of the group to ebb and flow from week to week. Usually a “core” group establishes itself, and others are in and out.

Next Steps:

Speaking engagements (in schools, community organizations) are also a great way to get the word out in person. If time permits, presentations about the support group by facilitators at staff meetings of court probation departments and of schools, as well as to service provider groups and therapists at conferences can be very effective as these are referring groups.

Decide upon a structure for running the groups or allow it to evolve as the group does. A structure can be useful, such as AA for example, in allowing a group to continue to regardless of who is facilitating it.

One Easy, Workable Structure suggested is the following:

- 1) Greet any newcomers so that those in crisis or new may get more “floor time”.
Use the model of confidentiality or any topic that is of importance to the group. Possibly develop fact sheets on topics of interest. We pass “information packets” that we have put together to help parents.
- 2.) Once the group assembles, anyone may make announcements of related events and pass out any handouts of information. We also use nametags (first name only) for all members.
- 3.) Start out the group with a short check-in if the group is large. Go around the circle, each person give their first name and an update or anything he/she would like to speak to briefly. Anyone may “Pass” if they wish and give only their first name. No cross-talk during this check in time.
- 4.) Cross-talk discussion begins around issues raised during the Check-In process.
- 4.) A possible alternative to steps 3 & 4 might be to have a long individual Check-In, allowing each person to speak without interruption and then have others join in the discussion with questions or advice before moving on to the next person. The time-keeper/facilitator needs to be particularly astute to get everyone in step with this process.
- 5.) Closure to the meeting is nice to have if time permits. Sometimes our group says the Serenity Prayer together or a group member or facilitator may read a section from one of our favorites, SETTING LIMITS or THE LANGUAGE OF LETTING GO.
- 6.) In all of the above steps, the facilitator plays an important role as timekeeper and of keeping order (which is rarely if ever needed).

NICE EXTRAS (Possibly some expense involved)

Build up a portable library of books and pamphlets which group members may check in and out. (Keep a list of who took what with a phone # to contact them if needed.)

Go to substance abuse conferences, workshops, and bring back information and new resources to the group.

Foster an awareness of educational outreach around issues of concern (i.e. parity, treatment gaps, budget reductions) but don't push educational outreach when a member is in crisis.

Create packets of information to give to each new group member whether that person returns to the group or not.

A packet might include:

- Area Resources
- Alanon and Alateen meeting schedules
- Treatment Facilities, Inpatient & Outpatient
- Handouts on drug signs & symptoms
- Information on specific drugs
- Guidelines for parents on setting limits
- Reading Lists, Web Sites

Invite outside speakers in occasionally – probation officers, substance abuse counselors, representatives from rehabilitation programs, criminal justice, non-denominational chaplains, recovery home clients, advocacy groups.

GOOD LUCK & HAVE FUN

DIANE KURTZ & TANYSS MARTULA

STAGES PARENTS GO THROUGH

1. **Search** for the reason for the changes in our child.
2. **Question** possibility of substance abuse.
3. **Question child**; accept their answer that they are not using.
4. Our own **denial** of any substance abuse.
5. **Frustration**
6. **Reality** - substance abuse is the problem.
7. **Fear**
8. Search for the **reasons** why this happened.
9. **Guilt** for not realizing earlier.
10. **Feeling** like a failure as a parent.
11. **Shame** of our family situation with outsiders.
12. **Grief** - for the loss of the dreams we had for our child.
13. **Acceptance** of substance abuse as reasons for changes.
14. **Action** - find a way to cope.
15. **Learn** how to let go to save our own sanity. Learn some skills to let them feel their own consequences as a result of their own choices and realize it is not our responsibility to always find their answers.
16. Learn to **distinguish the difference** between the behavior of the child with the disease and the child himself.
17. Be **aware** we do not have to accept unacceptable behavior.
18. **Understand** that our children will take their own action. (We can provide some information and guidelines, stick to them and then let our children make their own choice on which avenue to take.) It may be that the course taken would not be of our choosing but necessary to allow them to see where this road is leading them.

ABOVE ALL WE MUST LEARN HOW TO TAKE CARE OF OURSELVES AND MAKE A LIFE FOR OURSELVES REGARDLESS OF THE PAIN WE FEEL OUR CHILDREN ARE IN. PAIN IS GROWTH... IN OUR GROWING UP PROCESS WE'VE ALL HAD IT AT ONE TIME OR ANOTHER AND LEARNED FROM IT.

THE FOLLOWING TEXT IS BASED ON THE FACILITATOR'S FAMILY PERSONAL EXPERIENCES.

1. Search

We tried to search for a reason that would explain our child's behavior. In the beginning we thought this was just normal adolescent behavior.

- Is he unhappy?
- Does he have enough friends?
- Is school going well?
- Are the teacher's treating him as unfairly as he says they are?
- A lot of children skip a class or a school day.
- A lot of children's marks fall as school becomes harder.
- A lot of children isolate and do not want to be involved in family functions.
- A lot of children become secretive.

But along with the above there were the times that our child would call at a late hour and ask to sleep at a friend's. This was a clue. Most children would ask in advance to sleep out. If refused permission to do so, they would accept a no for an answer. Our child never accepted no. After awhile, if permission wasn't granted, he would just start swearing, hang up and not return home till late the next day.

All the above was a direct result of our child's drug and alcohol abuse

2. Question

- We had a lot of questions – was this normal adolescent behavior?
- Was this how other children acted or was this different?
- Could this be some kind of psychological problem?
- Could medication help?

We were totally confused. We went to the pediatrician for help and he felt that what we were experiencing was normal adolescent behavior, but my gut kept telling me to look further.

Finally the possibility of drugs came into play and it scared us to death, but, we had to really take a look at this. After all what did we know about substance abuse? Time to find out as much as we could. After all, this was our son's life we were talking about. If it is substance abuse, now what???

3. Asked the question

Let us talk to our son. Ask if he is using any substance. Oh good – he said no! He couldn't believe we would even ask such a question. He said we had told him how dangerous this could be and he was listening. We are so thankful that the answer was no. What could we have been thinking?

4. Denial

Because of the answers we received we did not, at that time, want to believe it was substance abuse. Perhaps he is just having a hard time coping with being a teenager.

This kind of attitude kept us in the dark a little while longer and allowed our son to become sicker and sicker. He was good at making sure we stayed in denial as long as possible. After all, if we caught on his life would change... and so would ours.

5. Frustration

We continued to battle with ourselves about what was really going on. It became one of the most frustrating times in our marriage. When my husband was ready to look at things for what they really were, I was not. If I was seeing things clearly, he was not. We played this seesaw game for a while. It was one of the hardest times for the two of us.

6. Reality

It became clear that substance abuse was what had changed our son. We could see visible changes and attitude changes - change in friends, clothing, eating habits, sleeping habits, secrecy. Our child had become someone else.

We started finding what appeared to be cigarette particles in his clothing pockets- such as seeds on the floor in his bedroom and zigzag papers to roll cigarettes. He could not or would not hide these things anymore.

7. Fear

We're so scared. What are we to do? What if our son won't accept help? Where do we go for help? What if he dies? We've got to do something – but what?

8. Search for a reason

Maybe we were bad parents? Maybe we did not love our son enough? Maybe we made him feel bad and that was why? All these questions and we had no answers. We were good parents, we did love him enough. We never gave him a reason to do drugs as a way to cope with life.

As it turned out we learned that this is a disease and that our son did not choose to have it, but did. We, as his parents, did not bring this on. There basically was no other reason, our son had a disease called addiction.

9. Guilt

We feel so guilty that we did not see earlier this for what it was. We should have been able to tell. Could he have gotten sicker because of us and our not dealing with this? We feel so bad.

No matter how bad you feel, no amount of guilt is going to change what has happened. Parents love their children. Some children make bad choices; sometimes even when they have been instructed otherwise. We did not put the first substance in our son's body, he did. We should not feel guilty for where we are now.

10. Feelings

One of the strongest feelings we had to cope with was “failures”. Both my husband and myself felt we had failed in our role as parents. We started looking at ourselves in comparison to others. What we needed to understand was that other people whose children did not suffer from the disease of addiction were not experiencing what we were and that we weren’t failures, just uneducated in this area of life.

Feeling like a failure just prolonged our ability to do something. What we needed to do was learn as much as possible about this disease so we could do something about it.

11. Shame

Shame was one of the things that kept us from talking about what was going on in our home. We found ourselves acting as if everything was okay. It was a big burden to continue to try and hide what the disease of addiction had done to our marriage and our family.

It wasn’t until our shame became overwhelming that we finally talked to someone about what was really going on. Then, we were able to find help. We finally got the courage to go to group therapy, family counseling and take back control of our home.

12. Grief

We finally came to an understanding that we were grieving for what could have been. We could see that this child was not going to walk the same road as other children. As it was, he never went to a prom, never graduated from high school or went to college the way our friends’ children did. We needed to allow ourselves to grieve then let go our perception of what we thought would happen normally.

13. Acceptance

As difficult as it was to accept this situation that substances abuse was the problem, we had no choice but to do so. The acceptance gave us the reason for the changes and a chance to decide what we were going to do next. Acceptance also helped us to stop searching for a reasonable explanation for the behavior change. Now we understood.

14. Action

Now that we understood what was happening with our child, we needed to find a way to cope. We looked for support systems that could help us change our outlook and actions concerning our son.

15. Learn

We learned, with the help of a self-help group, how to let our son feel the consequences of his choices. This is one of the hardest steps to take. As parents you are so used to stepping in and protecting, that you find it against your natural parenting skills to let your child suffer the outcome. We finally recognized that this was the only way for our child to change his bad choices.

16. Learn to Distinguish the Difference

We had to learn to distinguish the difference between the son we raised and the person with the addiction. We needed to allow ourselves to still love our son but not accept the person he became when using. The person we raised was still underneath all the behaviors the disease created.

17. Aware

We needed to have an awareness that would help us to not accept unacceptable behavior. Accepting unacceptable behavior had allowed our child to think we did not need respect and accountability.

18. Understanding

Ultimately, it was necessary for us to understand that the choices our child might make will not always be what we want. The choices can become a learning experience in the recovery process. When we interrupt the choices, we take away the opportunity from our child to learn valuable lessons.

Is Your Child Addicted to Alcohol and / or Other Drugs? Get Help from Other Parents and Other Support Services

Parent Support Groups of W MA	Barbara Gallo	413-245-1252	
	Patricia Fereira	413-534-7237	Holyoke
Whatever it Takes Parent Support Group	Deb Sadowy	413-442-0935	Pittsfield
Learn to Cope Parent Support Group	Joanne Peterson	508-801-3247	Brockton, Gloucester, Lowell, and Salem
The Parents' Forum	Eve Sullivan	617-253-7182	Cambridge
Allston Brighton Parent Support Group	Helen Connolly	617-789-2967	Allston/Brighton
North Suffolk Mental Health Association	Kim Hanton	617-912-7504	East Boston
Bedford Parents support Group	Joanne Glover	Tuesdays, 7:30-8:30 pm Unitarian Church	Great Road, Bedford
Mass General Hospital	Maureen McGlame	617-726-2712	Boston

If you perceive symptoms of what could be alcohol or drug use problems

with a youth in school or at home, you can make a direct referral to an approved adolescent outpatient provider for a full substance use assessment. This Helpline can provide information on approved adolescent outpatient programs and answer questions about the referral process

**The Massachusetts Substance Abuse Information and Education Helpline
(1-800-327-5050)**

If a substance use assessment indicates a need for residential treatment, the completed assessment is faxed to the Central Intake Coordinator (CIC). The CIC reviews all assessments from MA BSAS approved youth outpatient providers for admission to the appropriate residential program. If it is appropriate to refer the candidate to an alternative program, the CIC will offer referrals.

The CIC will coordinate all referrals to Youth Residential Substance Abuse Treatment including referrals from DCF, DYS, and the juvenile courts. The CIC is located at

Institute For Health and Recovery
349 Broadway, Cambridge, MA 02139
The CIC Director: Maggie Giles
Telephone: (617) 661-3991.

Toll free: (866) 705-2807
E-mail:
maggiegiles@healthrecovery.org

Youth Services

Youth services promote wellbeing by building on strengths and by preventing substance abuse, HIV infection, and related risk-taking behaviors. Services target youth age twelve to nineteen that are at increased risk for alcohol and/or other drug related abuse. Some services may be provided in schools, courts, community agencies, and housing projects and/or on the street, and may offer education/skill building, alternatives to substance use, youth development, problem identification, and referrals. Service types include:

- Outpatient Counseling
- Youth Residential
- Criminal Justice Collaboratives

Payers: BSAS for uninsured clients, Medicaid Managed Care, Private insurance, self pay

MA BSAS Youth Residential Programs for ages 13-17

Cushing House for Boys
South Boston, MA

Cushing House for Girls
South Boston, MA

Highland Grace House (Girls)
Worcester, MA

Pegasus House (Girls)
Lawrence, MA

Phoenix Academy (Boys)
Springfield, MA

CAB Adolescent (Boys)
Danvers, MA

Project Rebound (Boys)
Boston, MA

Youth Intervention Programs

Bridge Over Troubled Waters - Youth Intervention Programs
47 West Street, Boston, MA 02111
617-423-9575
www.bridgeotw.org

ROCA Youth Development Center - Youth Intervention Programs
101 Park Street, Chelsea, MA 02150
617-889-5210
www.rocainc.org

Eastern District - Juvenile Diversion Program - Youth Intervention Programs
Museum Place, Salem, MA 01970
978-745-6610

Detox / Acute Treatment for Youth

Motivating Youth Recovery - MYR Unit
12 Queen Street, Worcester, MA 01610-2480
508-860-1244
www.communityhealthlink.org

The CASTLE - Clean And Sober Teens Living Empowered
20 Meadowbrook Road, Brockton, MA 02301
508-638-6000
www.hptc.org

Massachusetts Recovery High Schools

Recovery High Schools provide young people in recovery from alcohol and drug use with a supportive environment to help them maintain their recovery and complete their education. The schools utilize a maximum student to teacher ratio of 7-1 as well as an extended class day and school year.

William J. Ostiguy High School - Recovery High School
19 Temple Place, Boston, MA 02111
617-348-6070
http://www.gavinfoundation.org/Ostiguy_High_School.html

North Shore Recovery High School - Recovery High School
502 Cabot Street, Beverly, MA 01915-2538
978-722-3305
www.nsedu.org

Springfield Academy for Excellence (SAFE) Recovery High School - Recovery High School
334 Franklin Street, Springfield, MA 01104
413-787-6998
www.sps.springfield.ma.us

**Helping Children Who are Affected by Another Person's
Alcohol or Other Drug Use**

**COASA: CHILDREN OF ALCOHOLISM AND SUBSTANCE
ABUSE**

COASA supports children of alcoholism and substance abuse by serving as an advocate for them in community forums and by developing appropriate supportive educational groups for children of alcoholics and other substance abusers in Boston. COASA facilitates school and community-based prevention/intervention services, adapting them for the particular needs of the children we serve. The program provides the children with a framework for understanding what they are experiencing and teaches them to break the “don’t talk, don’t trust, don’t feel” rules they live within at home. The children learn about the “seven Cs “ (They didn’t CAUSE it, can’t CURE it, can’t CONTROL it, can take CARE of themselves, can COMMUNICATE their feelings, can make healthy CHOICES and can CELEBRATE being themselves). The purpose of the program is to provide ongoing validation, support in developing positive social skills and improvement of individual self-esteem. COASA works within the Boston neighborhoods with the drug coalitions now in place and with the Massachusetts Organization for Addiction Recovery (MOAR). The program offers resources to the children, whether the parents are in treatment or not.

**COASA, c/o Maureen McGlame
Robert F. Kennedy Children's Action Corps
11 Beacon Street, Suite 200
Boston, MA 02108
Tel: 617.227.4183
Fax: 617.227.2069**

Maureen McGlame offers a Family Support group on Thursday evenings at Mass General Hospital.

What is MassHealth?

MassHealth is a public health insurance program for low- to medium-income residents of Massachusetts. The national health insurance program called Medicaid is called MassHealth in Massachusetts. This health insurance program is for children, adults with or without children, adults working for small employers, unemployed individuals, pregnant women, disabled individuals, elderly people on small incomes, women with breast or cervical cancer, and people in need of long term care. If you have health insurance, you may still be eligible for MassHealth. Generally, eligibility is based on family income. MassHealth may provide you with health insurance coverage directly, or may pay part or all of your private health insurance premiums. MassHealth offers benefits to a wide range of people who meet the eligibility rules. We look at your family size and income to decide if you and your family can get MassHealth. If you are aged 65 or older or need long-term-care services, we also count some of your assets. Immigration status does not affect your eligibility for MassHealth, but may affect the type of benefits MassHealth provides.

- **MassHealth Standard**-This coverage type offers a full range of health-care benefits.
- **MassHealth CommonHealth**- MassHealth CommonHealth offers health-care benefits similar to MassHealth Standard to disabled adults and disabled children who cannot get MassHealth Standard.
- **MassHealth Family Assistance**- MassHealth Family Assistance offers coverage to children, some working adults, and people who are HIV positive who cannot get MassHealth Standard or MassHealth CommonHealth.
- **MassHealth Basic**- This coverage type offers coverage to certain unemployed adults.
- **MassHealth Essential**- This coverage type offers coverage to certain unemployed adults who are not eligible for MassHealth Basic. MassHealth Essential replaced MassHealth Basic coverage for many long-term unemployed adults who lost benefits in April 2003.

General Eligibility: This coverage type is for adults aged 19 through 64 who:

- are not eligible for MassHealth Basic
- have been unemployed (or underemployed) for more than one year
- are not eligible for unemployment compensation
- If there is a spouse, the spouse must be working no more than 100 hours per month.
- **MassHealth Prenatal**- MassHealth Prenatal offers health-care benefits right away to pregnant women for up to 60 days. During the 60 days, MassHealth will decide if the pregnant woman can get another MassHealth coverage type.
- **MassHealth Limited**-This coverage type provides emergency health services to people who, under federal law, have an immigration status that keeps them from getting more services

MassHealth Enrollment Center
Central Processing Unit
P.O. Box 290794
Charlestown, MA 02129-0214

MassHealth Customer Service: 1-800-841-2900

(TTY: 1-800-497-4648 for people with partial or total hearing loss)
Office hours: Monday through Friday 9 A.M. to 5 P.M.

MassHealth Appeals - Fair Hearings
Board of Hearings
1-800-655-0338
617-210-5800
617-210-5820 (fax)

How to Get a Better Understanding of How MassHealth Works?

Visit your local community health center (CHC) and talk to a MassHealth benefits advisor. The benefits advisor will answer your questions and help you with the application.

To find a community health center near you, go to Health Centers Patient Referral Line at 1-800-475-8455.

What is an MCO managed care health plan?

- [Boston Medical Center \(BMC\) HealthNet Plan](#)
- [Fallon Community Health Plan \(FCHP\)](#)
- [Neighborhood Health Plan \(NHP\)](#)
- [Network Health](#)

An MCO (Managed Care Organization) health plan is a group of doctors and other health care providers who work together to provide health care for their members. The doctors and other health care providers agree to follow certain rules about how they provide services. When you enroll in an MCO, you select a primary care doctor who is part of that MCO to do your checkups, provide basic care, and make referrals. If you need to see a specialist, you see a specialist who is part of your MCO. Most people who are approved for MassHealth must choose either a primary care clinician (PCC) plan, or a MassHealth MCO managed care plan

Call MassHealth Benefits Advisor at 1-800-841-2900 (TTY: 1-800-497-4648).

What is Massachusetts Behavioral Health Partnership?

The Massachusetts Behavioral Health Partnership (MBHP) manages mental health and substance abuse services for many MassHealth members across the Commonwealth. You can call Customer Relations at 1-800-495-0086 for more information.

If you have MBHP, and have been denied treatment, you can start an appeals process by calling 1-800-495-0086.

You are invited to Apply for MBHP Consumer Advisory Council (CAC) Membership. Members meet monthly to assess and give feedback about the behavioral health system. If you are interested – send a letter designating interest to Amy Considine, (617-790-5602) CAC Membership Committee, MBHP, 75 Federal Street, Boston MA 02110.

Help If Your Insurance Denies You Access to Services!

If You are Denied Detox or any Health Care Services Contact:

Health Law Advocates — an organization that provides free legal services to persons of low-income who are denied access to health care. Health Law Advocates works with people who have MassHealth or private insurance. No matter what your income, if you are denied access to addiction treatment by your health plan >>> Contact:

Health Law Advocates

617-338-5241

Visit their website at: www.healthlawadvocates.org

If you need more help with appeals >>Contact:

The Office of Patient Protection,

MA Dept. of Public Health

1-800-436-7757

www.state.ma.us/dph

Massachusetts consumers and anyone receiving health coverage from a MA carrier, insurer or HMO are entitled to protections covering your rights to services. Contact:

Bureau of Managed Care

within the Division of Insurance

617-521-7372

www.state.ma.us/doi

If You Need Help Understanding The New Health Care Insurance Coverage Laws, Health Care for All Can Help!

Health Care For All's Health Helpline:

1(800)272-4232

Health Care For All's Helpline is a resource that is free and available to everyone. The Helpline is here to answer your questions about healthcare in Massachusetts. It can help you with everything from general insurance questions to specific information you need about a personal health issue. Other issues you might have include questions on co-payments, health insurance rules, directions, whether you're eligible for a program, or more.

What is Health Care for All?

Health Care For All is building a movement of empowered people and organizations with the goal of creating a health care system that is responsive to the needs of all people, particularly the most vulnerable. Health Care For All is dedicated to making quality care the right of all people, and supports a health care system that is universal, comprehensive, and equitable.

Continuum of Care Services for Alcohol and Other Drug Addictions

Acute Treatment Services (ATS - Detoxification)

ATS is a medically necessary intervention providing medically monitored detoxification to individuals in acute withdrawal from alcohol and other drugs. ATS programs are community-based inpatient programs that provide clients with 24 hour evaluation and treatment for acute alcohol/drug intoxication, severe withdrawal syndrome, and acute addiction(s)-related medical problems. All clients in ATS collaborate with a case manager in the development of a service plan for aftercare services including outpatient counseling, transitional support services, residential rehabilitation, or opioid treatment as clinically appropriate. Average length of stay is 3 to 5 days.

- **Enhanced ATS:** Detoxification services for clients with co-occurring mental health and substance use disorders.
- **Payers for ATS Services:** Medicaid Managed Care, BSAS for uninsured clients, Private insurance plans

The MA (ATS) Detoxification Services List *

AdCare Hospital
Worcester, MA 01609
800-345-3552
www.adcare.com

Andrew House Detoxification Center
DPH BSAS FUNDED
P. O. Box 90, North Quincy, MA 02171
617-479-9320
www.baycove.org

Arbour-Fuller Hospital
South Attleboro, MA 02703
508-761-8500
www.arbourhealth.com

Arbour Hospital-Psychiatric Services
Brookline, MA 02446
617-731-3200

Baldpate Hospital
Georgetown, MA 01833
978-352-2131

BayRidge Hospital Addictions
Treatment
Lynn, MA 01904
781-477-6940

Bournewood Hospital
Brookline, MA 02467
617-469-0300
www.bournewood.com

Bridge to Recovery
DPH BSAS Funded
Boston, MA 02122
617-471-9600
www.baycove.org

Brockton Hospital Detox
Brockton, MA 02301
508-941-7000

Caritas NORCAP Detox
71 Walnut Street
Foxboro, MA 02035
800-331-2900

CAB Boston Treatment Center
DPH BSAS Funded
784 Rear Massachusetts Avenue,
Boston, MA 02118
800-763-5363
www.cabhealth.org

Carlson Recovery Center BHN

DPH BSAS Funded

Springfield, MA 01199
413-794-3971

Brockton Detox - Highpoint

DPH BSAS Treatment

30 Meadow Brook Road,
Brockton, MA 02301
800-734-3444
www.hptc.org

Clinton Hospital Addiction Services

Clinton, MA 01510
978-368-3732

Community Healthlink

DPH BSAS Funded

12 Queen Street,
Worcester, MA 01610
508-860-1200
www.communityhealthlink.org

CAB Danvers Treatment Center

DPH BSAS Funded

111 Middleton Road,
Danvers, MA 01923
800-323-2224
www.cabhealth.org

Dimock Detox

DPH BSAS Funded

Dimock Community Health Center,
Roxbury, MA 02119
617-442-9661
www.dimock.org

Emerson Hospital Addiction Services

133 Old Road to Nine Acre Corner,
Concord, MA 01742
978-287-3510
www.emersonhospital.org

***Faulkner Hospital Addiction
Recovery Program***

1153 Centre Street,
Jamaica Plain, MA 02130
617-983-7711
www.faulknerhospital.org

Gosnold

DPH BSAS Funded

200 Ter Heun Drive,
Falmouth, MA 02540
800-444-1554
www.gosnold.org

Greylock Pavillon

North Adams, MA 01247
413-664-5368

High Point Treatment Center

DPH BSAS Funded

1233 State Road, Plymouth, MA
02360
800-233-4478
www.hptc.org/ats.html

Lelana Unit- Dept. of Psychiatry

Beverly, MA 01915
978-922-3000

***Lowell Community Health Center
Behavioral Health Services***

DPH BSAS Funded

365 East Street,
Tewksbury, MA 01876
978-858-0533
www.lchealth.org

***Marlborough Hospital-Psychiatric
and Addiction Services***

Marlborough, MA 01752
508-481-5000
www.umassmemorialhospital.org

***MA Alcohol and Substance Abuse
Center***

Bridgewater, MA 02324
508-279-3500

***McGee Unit / Berkshire Medical
Center***

DPH BSAS Funded

165 Tor Court, Pittsfield, MA 01201
800-222-1664
www.berkshirehealthsystems.com

McLean Hospital Proctor House

Belmont, MA 02478

800-333-0338

www.mcleanhospital.org

Melrose-Wakefield Hospital

Melrose, MA 02176

781-979-3334

Metrowest Medical Inpatient Mental Health

Natick, MA 01760

800-753-3869

Naukeag Treatment Center

Ashburnham, MA 01430

800-230-8764

Pembroke Hospital

Pembroke, MA 02359

781-826-8161

Providence Hospital Behavioral Health

DPH BSAS Funded

1233 Main Street, Holyoke, MA 01040

800-274-7724

www.mercycares.com

Spectrum Primary Detox

DPH BSAS Funded

154 Oak Street

Westborough, MA 01581

800-366-7732

www.spectrumhealthsystems.org

SSTAR Inpatient Detox

DPH BSAS Funded

386 Stanley Street

Fall River, MA 02720

800-937-3610

www.sstar.org

St. Elizabeth's Comprehensive Addiction Program

736 Cambridge Street

Brighton, MA 02135

617-789-2574

www.semc.org

Veteran's Center for Addiction Program

200 Springs Road

Bedford, MA 01730

781-687-2275

www.bedford.va.gov/Mentalhealth/index.asp

Veteran's Center for Addiction Treatment

940 Belmont Street

Brockton, MA 02302

508-583-4500

www.boston.va.gov/

Westwood Lodge Hospital

Westwood, MA 02090

800-222-2237

**Note: Since the printing of this list, changes may have occurred.*

Now for the Rest of The Continuum of Care

Clinical Stabilization / Step Down Services (CSS) Provides clinical stabilization services for clients leaving detox or stabilization services for clients needing acute treatment but not meeting criteria for medically-necessary detox (ATS) services.

Passages

12 Queen Street, Worcester, MA 01610
508-860-1142
www.communityhealthlink.org

Spectrum Post Detox Step Down

861 Main Street, Weymouth, MA 02190
781-331-3709
www.spectrumhealthsystems.org/programs/programs.asp

Post Detox Step Down (CSS)

111 Middleton Road, Danvers, MA 01923
800-323-2224

SSTAR Step Down Services

386 Stanley Street, New Bedford, MA
02720
508-324-7763
www.sstar.org

High Point Treatment Center Serenity Inn

30 Meadow Brook Road, Brockton, MA
02301
800-734-3444
www.hptc.org

Gosnold Post Detox (CSS)

200 Ter Heun Drive, Falmouth, MA 02540
800-444-1554
www.gosnold.org

High Point Treatment Center Stabilization

1233 State Road, Plymouth, MA 02360
800-233-4478
www.hptc.org

The Hope Center

35 Heywood Street, Springfield, MA 01104
413-301-9500
www.bhninc.org/hope-center.html

TSS - Transitional Support Services

Transitional Support Services (TSS) are short-term residential programs for individuals who need further stabilization after detoxification. Admission is limited to clients discharged from ATS and homeless clients. Average length of stay is 14-21 days. TSS programs provide 24-hour structured, supportive residential housing and services using case management and psycho-education to assist clients in implementing an Individual Service Plan. Case Managers provide linkages and interagency collaboration to next step programs and assist clients in obtaining the credentials necessary to apply for social service benefits, *i.e.* copy of birth certificate, identification, *etc.*

Payers for TSS Services: BSAS

Transitions Transitional Support Services

201 River Street, Mattapan, MA 02126
 617-534-9150
 www.bphc.org

Women's Hope Transitional House

12 Chamblet Street, Dorchester, MA 02125
 617-288-3906
 www.vpi.org

New Hope Transitional Support Services

61 Redfield Road, South Weymouth, MA 02190
 617-878-2550
 www.baycove.org

Spectrum Residential Program - TSS

154 Oak Street, Westborough, MA 01581
 800-366-7732
 www.spectrumhealthsystems.org

Lynn Transitional Support Services

100-110 Green Street, Lynn, MA 01902
 781-593-9434
 www.cabhealth.org

High Point Treatment Center TSS

10 Kilburn Street, New Bedford, MA 02740
 508-984-1697
 www.hptc.org

Phoenix Arbor House TSS

130 Pine Street, Holyoke, MA 01040
 413-538-8188
 www.phoenixhouse.org

Residential Rehabilitation Programs

Residential Recovery Services consist of three general program types: Therapeutic Communities (TC); Recovery Homes (RH); and Social Model Recovery Homes (SM). Within these service types are specialized programs such as for Women/Men/Families and their Children, Pregnant and Postpartum Women and their Infants, and Department of Mental Retardation-eligible clients.

Payers for Residential Services: BSAS and clients

Ambulatory Programs

- Outpatient Individual and Group Counseling Services
- Narcotic Treatment: methadone dosing and counseling
- Day Treatment (such as: Structured Outpatient Addiction Program/SOAP)
- Driver Alcohol Education, Second Offender Residential, Second Offender Aftercare

Payers: BSAS for uninsured clients, self pay, Medicaid Managed Care, private insurance

*Most of The Above information Source:
 Association for Behavioral Healthcare*

Peer Recovery Support Centers

These 5 recovery support centers are based principally on volunteer work from peers who support one another and who are involved in a participatory process to help build community and help design, plan, facilitate and evaluate activities offered at the centers

Everyday Miracles
25 Pleasant Street, Worcester, MA 01601
508-799-6221
www.spectrumhealthsystems.org

The Recovery Connection
33 -Main Street, Marlborough, MA 01752
508-485-0298
www.spectrumhealthsystems.org

STEPROx - Multi Service Recovery Centers
9 Palmer Street, Roxbury, MA
617-442-7837
www.stepboston.org

P.E.O.P.L.E Recovery Center
11 Union Street, Lawrence, MA 01840
978-688-5767
www.tpc1.org

Stairway to Recovery
142 Crescent Street, Brockton, MA 02301
508-463-6123
www.lhi.org

RECOVER Project
68 Federal Street, Greenfield, MA 01301
413-774-5489
www.recoverproject.org

Multi Service Recovery Centers

Recovery oriented centers with elements of drop-in-centers, peer and 12-step based support, and additional recovery related supports.

SPAN, Inc. - Multi Service Recovery Centers
105 Chauncy Street, Boston, MA 02111
617-423-0750
www.spaninc.org

STEP, Inc. - Multi Service Recovery Centers
131 Beverly Street - Hoffman Bldg., Boston, MA
02114-2118
617-720-0153
www.stepboston.org

Addiction Referral Center - Multi Service
Recovery Centers
110 Pleasant Street, Marlboro, MA 01752
508-485-4357
www.theaddictionreferralcenter.com

P.A.A.C.A. - Positive Action Against Chemical
Addiction - Multi Service Recovery Centers
360 Coggeshall Street, New Bedford, MA 02746
508-997-9051
www.paaca.org

CORI REFORM UPDATE-

On August 6, 2010, Governor Patrick signed a sweeping reform of the Criminal Offender Record Information (CORI). Massachusetts will be the first state in the country to remove the criminal record question from initial job applications for all employers (both private and public). The “ban the box” will go into effect in November 2010. However, the reduction of sealing periods and most other provisions will not take full effect until January 2012.

How to Cope With A CORI ¹

1) C-O-R-I stands for Criminal Offender Record Information

- A criminal record – (CORI) – is created for a person from the time he or she is arrested by the police, to the time he or she is arraigned and processed through various criminal justice agencies including probation, jail, or probation
- By law, various public and private agencies, social services agencies, employers, and housing providers have or can get access to CORI

2) How to Cope with a CORI

- Obtain a copy of your criminal record
- Determine if your record can be sealed
- You might be eligible for sealing if there are not guilty findings, dismissals, or lack of probable cause entries on your criminal record²
- You may also be eligible to have very old convictions sealed³

3) How to Create and Carry a Helpful CORI Package

- A personal letter and supporting letter for the ex-offender should:
- Briefly explain the most serious convictions on the criminal record
- Explain what the ex-offender has done in recent times to show rehabilitation
- Explain the strengths and skills of the ex-offender
- Explain why the record should not stand in the way of the ex-offender
- Recent letters from social workers, employers, probation officers, parole officers, landlords and clergy attesting to the good character or evidence of rehabilitation of the ex-offender.
- Provide prospective employer or housing provider with CORI Package.
- Be proactive and persistent

4) Call the CORI Project at Mass. Law Reform Institute 617-357-0700

¹ Francisca D. Fajana, Esq. Massachusetts Law Reform Institute, Inc., September 2002

² See Mass. General Laws, Chapter 276, Sect. 100 C, which details statutory requirements

³ See Mass. General Laws, Chapter 276, Sect. 100 A, Section 100 B allows sealing of juvenile records

CORI Reforms Included in Final Law - 2010

▶ Old CORI Law	▶ New CORI Law
Employers use the “ box ” on initial job applications to ask about criminal convictions and weed applicants out	“ Ban the Box ” – employers can no longer ask about a criminal record on an initial written job application. Individuals can ask about a criminal history later in the process
Sealing a felony takes 15 years clean record Sealing a misdemeanor takes 10 years clean record	Sealing a felony takes 10 years clean record Sealing a misdemeanor takes 5 years clean record
The waiting period for sealing starts after probation or parole	The waiting period for sealing starts at the beginning probation or parole
The official CORI system is paper-based , and requires a certification process for employers. The majority of employers use “ for-profit internet background check companies ” that are not regulated, give out non-convictions, and are inaccurate	The official CORI system will go online , and will be available to employers to compete with “for-profit internet background check companies.” Employers will receive better liability protections for using the CORI system over unregulated private background companies.
The CORI system sends out all convictions unless they are sealed	The CORI system will automatically not send out convictions if they are eligible to be sealed
Continued Without Finding (CWO) are currently treated as convictions and can only be sealed after the sealing waiting periods	Continued Without Finding (CWO) are treated as non-convictions once probation is completed and the case is dismissed.
Non-convictions (dismissed, not guilty, nolle prosequere) are available on CORIs	Non-convictions (dismissed, not guilty, nolle prosequere) are not available on CORIs unless the employer works with vulnerable populations
The court system notifies private background check companies if there is a sealed record on file	The court will not notify private background check companies if there is a sealed record on file
Employers can inquire about CORI at any point , without preparing an individual for a CORI	Employers can only inquire about CORI after obtaining a written signature from an applicant authorizing a CORI check, and providing a copy of the record before questioning
The fine for illegally distributing a person’s private record is up to \$500 for adult, \$750 for juvenile	The fine for illegally distributing a person’s private record is increased to \$5,000 for adult and \$7,500 for juvenile

Prepared by: Boston Workers’ Alliance – www.bostonworkersalliance.org - (617) 606-3580

Getting Help in Massachusetts Legal, Education, and Career Support Services

Legal

MassLegalHelp

Boston, MA
www.masslegalhelp.org

Cambridge, MA 02141
617-603-2700
TDD: 617-494-1757
Fax: 617-494-8222

Massachusetts Law Reform Institute

99 Chauncey Street #500
Boston, MA 02111-1731
617-357-0700
www.mlri.org

Legal Assistance Corporation of Central Massachusetts

405 Main Street, 4th Floor
Worcester, MA 01608
508-752-3718
TTY: 508-755-3260
Fax: 508-752-5918
Toll-free: 1-800-649-3718

Greater Boston Legal Services

GBLS Main Office

197 Friend St.
Boston, MA 02114
617-371-1234
TDD: 617-371-1228
Fax: 617-371-1222
Toll-Free: 800-323-3205

Cambridge/Somerville Office

60 Gore Street, Suite 203

Western Mass Legal Services

Greenfield/Northampton office at 1-800-639-1309,
413-774-3747
413-584-4034
Springfield 413-781-7814

Education and Vocational Assistance

Massachusetts Rehabilitation Commission is a government agency RC is responsible for Vocational Rehabilitation Services, Community Services, and eligibility determination for the Social Security Disability Insurance (SSDI) and the Supplemental Security Income (SSI) federal benefits programs.

Higher Education Opportunities in Massachusetts

Competition in today's labor market frequently requires advanced training, including a two or four year college degree. If it makes good sense, a vocational plan for rehabilitation based on college training may be developed.

Alternatives for Funding Your Education

MRC has programs such as PASS to help paying for an education or vocational training. MRC 1-617-204-3603 Employer Services 1-800-245-6543. Call to find out where the nearest Massachusetts Rehab Office is near You

Other Education and Career Support Resources

Future Works in Springfield	413-858-2800
Workforce Central in Worcester	508-799-8000
Jewish Vocational Services in Boston	617-399-3182

HOUSING RESOURCES

MASH

MA Association of Sober Housing
Marilyn DiOrio
TEL: 781-838-0463
FAX: 617-996-9171
PO Box 14
Everett MA, 02149

The Community Housing Program

Institute for Health and Recovery
349 Broadway Cambridge, MA. 02139
617-661-3991 x109

Statewide Access to Substance Abuse Treatment Shelters for Homeless Families

Institute for Health and Recovery
349 Broadway Cambridge, MA. 02139
617-661-3991 x107

BSAS Helpline

Health Resources in Action

95 Berkley Street Boston, MA. 02116
1-800-327-5050

HomeStart, Inc.

105 Chauncy Street Boston, MA. 02111
617-542-0338 x43

Massachusetts Department of Housing and Community Development

100 Cambridge Street
Boston, MA. 02114
617-727-8380

Mass. Sober Housing

PO Box 200313
Worcester, MA 01602-0013
508-987-3888

HOAP

508-860-1000
Community Healthlink
Worcester, MA 01605

Berkshire Housing Development

74 North Street
Pittsfield, MA. 01201
413-499-1630

Community Teamwork, Inc

167 Dutton Street
Lowell, MA. 01852
978-459-0551

Franklin County Regional Housing & Redevelopment

42 Canal Road
Turner Falls, MA 01376
413-863-9781

Housing Assistance Corp.

460 West Main Street
Hyannis, MA. 02601
508-771-5400 x220

HAP, Inc.

322 Main Street
Springfield, MA. 01105
413-233-1500

Metropolitan Boston Housing Partnership

125 Lincoln Street
Boston, MA. 02111
617-859-0400

Rural Housing Improvement

218 Central Street
Winchendon, MA. 01475
978-297-5300

South Middlesex Opportunity Council (SMOC)

300 Howard Street
Framingham, MA. 01701
508-879-6691

South Shore Housing Development

169 Summer Street
Kingston, MA. 02364
781-542-4200

Regional Learning Communities

DMH has funded Recovery Learning Communities in all 6 DMH service areas. Regionally located, these peer-operated “hubs” coordinate peer-run peer support, education, advocacy and other regional peer-run activities. By supporting and strengthening a regional peer-run network, DMH aims to promote a system that is increasingly consumer driven, where peers are more fully integrated into their community. Eligibility: Persons who are currently not utilizing, or have difficulty accessing, traditional substance abuse treatment services, and persons with histories of chronic relapse.

The Transformation Center - Regional Learning Communities (DMH)
98 Magazine Street, Roxbury, MA 02120
877-769-7693
www.transformation-center.org

Metro Boston Recovery Learning Community (RLC) - Regional Learning Communities (DMH)
85 East Newton Street, Boston, MA 02118
617-305-9976
www.metrobostonrlc.org

Central Mass Recovery Learning Community (RLC) - Regional Learning Communities (DMH)
91 Stafford Street, Worcester, MA 01603
508-751-9600
www.transformation-center.org/communities/central/index.html

Metro-Suburban Regional Learning Center (RLC) - Regional Learning Communities (DMH)
460 Quincy Avenue, Quincy, MA 02120
888-752-5510
www.transformation-center.org

Northeast Recovery Learning Community (RLC) - Regional Learning Communities (DMH)
20 Ballard Road, Lawrence, MA 01843-1018
800-845-6457
www.nilp.org/

Southeastern Recovery Learning Community (RLC) - Regional Learning Communities (DMH)
71 Main Street, Taunton, MA 02780
508-880-8527
www.transformation-center.org

Western Mass (RLC) Recovery Learning Community - Regional Learning Communities (DMH)
187 High Street, Holyoke, MA 01040
866-641-2853
www.westernmassrlc.org

Opioid Overdose Prevention / Narcan (Naloxone) Training

Narcan is a narcotic antagonist. It works by blocking opiate receptor sites, which reverses or prevents toxic effects (overdose) of narcotic (opioid) analgesics.

Boston Public Health Commission Mobile Unit
1010 Massachusetts Avenue, Boston, MA 02118
617-592-7828
www.bphc.org

Boston Needle Exchange Program - A.H.O.P.E.
723 Massachusetts Avenue, Boston, MA 02119
800-383-2437
www.bphc.org

Cambridge Cares About AIDS
17 Sellers Street, Cambridge, MA 02139
617-599-0246
www.ccaa.org

Bay State Community Services
13 Temple Street, Quincy, MA 02169
617-471-8400
www.baystatecs.org

CAB Health and Recovery
42 Washington Street, Gloucester, MA 01915
978-283-0436
www.cabhealth.org

CAB Health & Recovery Services
280 Union Street, Lynn, MA 01904
781-592-0243
www.cabhealth.org

AIDS Support Group of Cape Cod
428 South Street, Hyannis, MA 02601
866-990-2437
www.asgcc.org

Home of Hope
1287 Acushnet Avenue, New Bedford, MA
02746
508-996-0546
www.sevenhills.org

STEP Outreach Program
310 South Main Street, Fall River, MA 02721
508-235-1012
www.sevenhills.org

Brockton Area Multi-Services
81 Pleasant Street, Brockton, MA 02301
508-583-3405
www.bamsi.org

AIDS Support Group of Cape Cod
96-98 Bradford Street, Provincetown, MA 02657
866-668-6448
www.asgcc.org

Tapestry Harm Reduction Services
16 Center Street, Northampton, MA 01060
413-586-2539
www.tapestryhealth.org

Tapestry Harm Reduction Services
1985 Main Street, Springfield, MA 01060
413-733-6639
www.tapestryhealth.org

Opioid Overdose Prevention / MassCALL2 Programs

Programming in 15 high-incidence communities in Massachusetts to do community needs assessments to understand the opioid overdose problem in their area, and to implement evidence-based strategies to address the problem. The goal is to reduce the incidence of fatal and non-fatal opioid overdoses in each funded community.

City of Revere Board of Health

281 Broadway, Revere, MA 02151
Katie Sugarman, 781-766-6370

Boston Public Health Commission 4 Neighborhoods Jan Quiram, 617-534-2182

Charlestown Substance Abuse Coalition
Charlestown, MA 02129
Beth Rosenshein, 617-726-6684

South End Coalition
Alicia Cassali, 617-971-9360
Boston, MA 02118

South Boston Hope & Recovery Coalition
617-534-9500
386 West Broadway
South Boston, MA 02127

Roxbury/Jamaica Plain Substance Use Coalition
Deborah Millbauer, 617 834-8646
www.roxjpcoalition.org

City of Worcester

25 Meade Street
Worcester, MA 01610-2715
Karyn Johnson, 508-799-1762

City of Cambridge

795 Massachusetts Avenue
Cambridge, MA 02139
Shannon Kelly, 617-349-6346

City of Quincy

1305 Hancock Street
Quincy, MA 02169-5216
Arlene Goldstein, 617-471-8400 x155

City of Gloucester Health Department

3 Pond Road
Gloucester, MA 01930
Joan Whitney, 866-964-4602

City of Lynn

3 City Hall Square
Lynn, MA 01901
Wendy Kent, 781-581-9270

City of Lowell Programs

375 Merrimack Street
Lowell, MA 01852
978-970-4010
CConnolly@lowellma.gov

High Point Treatment Center

10 Meadowbrook Rd
Brockton, MA 02301-7122
Hillary Dubois, 742-4405
www.hptc.org

City of New Bedford

133 William Street
New Bedford, MA 02740
Carl Alves, 508- 997-9051

City of Fall River

One Government Center
Fall River, MA 02722
Debra Gosselin, 508-324-2415
Dgosselin@fallriverma.org

City of Springfield

95 State Street, Room 201
Springfield, MA 01109
Marie Graves, 413-787-6718

Helpline and Hotline Information

Substance Abuse and Mental Health Services

Administration - Alcohol and Drugs

1 Choke Cherry Road, Rockville, MA 20857

<http://findtreatment.samhsa.gov>

Treatment: Alcohol and Drugs

EPOCA - Ex-Prisoners and Prisoners Organizing for Community Advancement

CORI / Legal Issues

5 Pleasant Street, Worcester, MA 01610

508-410-7676

exprisoners.org

Treatment: CORI / Legal Issues

MassLegalHelp

CORI / Legal Issues

Boston, MA

www.masslegalhelp.org

Treatment: CORI / Legal Issues

Social Security Disability Insurance (SSDI) - Disability

JFK Federal Building, Boston, MA 02203

800-772-1213

www.ssa.gov/boston/MA.htm

Treatment: Disability

Gay Men's Domestic Violence Project - Domestic Violence

955 Massachusetts Avenue, Cambridge, MA

02139

800-832-1901

www.gmdvp.org

Treatment: Domestic Violence

The Network/ La Red - Domestic Violence

PO Box 6011, Boston, MA 02114

617-695-0877

www.thenetworklared.org

Treatment: Domestic Violence

Jane Doe - Domestic Violence

14 Beacon St, Boston, MA 02108

617-248-0922

janedoe.org

Treatment: Domestic Violence

Gay Men's Domestic Violence Project - GLBT

955 Massachusetts Avenue, Cambridge, MA

02139

800-832-1901

www.gmdvp.org

Treatment: GLBT

The Network/ La Red - GLBT

PO Box 6011, Boston, MA 02114

617-695-0877

www.thenetworklared.org

Treatment: GLBT

Try-To-Stop Tobacco Resource Center (Spanish & Portuguese) - Smoking Cessation

44 Farnsworth Street, Boston, MA 02210

800-833-5256

www.trytostop.org

Treatment: Smoking Cessation

National Suicide Prevention Lifeline (Veterans) - Suicide

666 Broadway, 2nd Floor, New York, NY 10012

800-273-8255

www.suicidepreventionlifeline.org/

Treatment: Suicide

Regional Center for Poison Control and Prevention - Alcohol and Drugs

300 Longwood Avenue, Boston, MA 02115

800-222-1222

www.maripoisoncenter.com

Treatment: Alcohol and Drugs

Child-at-Risk Hotline - Child At Risk Information

3 Blackfan Circle, Boston, MA 02115

800-792-5200

www.jbcc.harvard.edu

Treatment: Child At Risk Information

Massachusetts Law Reform Institute - CORI / Legal Issues

99 Chauncey Street #500, Boston, MA 02111-1731
617-357-0700
www.mlri.org
Treatment: CORI / Legal Issues

Massachusetts Commission Against Discrimination - Disability

1 Ashburton Place, Room 601, Boston, MA 02133
617-727-3990
www.mass.gov/mcad
Treatment: Disability

Massachusetts Commission for the Blind - Disability

48 Boylston Street, Boston, MA 02111
617-727-5550
www.mass.gov/mcb
Treatment: Disability

Massachusetts Rehabilitation Commission - Disability

27 Wormwood Street, Boston, MA 02210
800-245-6543
www.mass.gov/mrc
Treatment: Disability

SafeLink Domestic Violence Hotline - Domestic Violence

P.O. Box 180019, Boston, MA
877-785-2020
www.casamyrna.org
Treatment: Domestic Violence

Massachusetts Violence Prevention & Intervention Services

Boston, MA 02210
www.mass.gov/dph/violence
Treatment: Domestic Violence

Elder Abuse Hotline & Website - Elders

One Ashburton Place, Boston, MA 02108
800-922-2275
www.800ageinfo.com
Treatment: Elders

Massachusetts Executive Office of Elder Affairs - Elders

One Ashburton Place, 5th Floor, Boston, MA 02108
800-243-4636
www.800ageinfo.com
Treatment: Elders

Food Source Hotline / Project Bread - Food

145 Border Street, East Boston, MA 02128
800-645-8333
www.projectbread.org
Treatment: Food

Massachusetts Council on Compulsive Gambling- Gambling

190 High Street, Suite 5, Boston, MA 02114
800-426-1234
www.masscompulsivegambling.org
Treatment: Gambling

Gay, Lesbian, Bisexual and Transgender Helpline - GLBT

1340 Boylston St, Boston, MA 02215
888-340-4528
www.fenwayhealth.org
Treatment: GLBT

Peer Listening Line - GLBT

1340 Boylston Street, Boston, MA 02215
800-399-7337
www.fenwayhealth.org
Treatment: GLBT

Hepatitis C Hotline - Hepatitis C / Viral Hepatitis

294 Washington Street, 5th floor, Boston, MA 02108
888-443-4372
www.aac.org/site/PageServer?pagename=hotline_home
Treatment: Hepatitis C / Viral Hepatitis

AIDS Action Hotline - HIV / AIDS

294 Washington Street, 5th floor, Boston, MA 02108

800-235-2331

www.aac.org

Treatment: HIV / AIDS

Health Care for All - Insurance

30 Winter Street, 10th Flr, Boston, MA 02108

800-272-4232

www.hcfama.org/

Treatment: Insurance

MassHealth Enrollment Center - Insurance

300 Ocean Avenue, Revere, MA 02151

888-665-9993

www.mass.gov/masshealth

Treatment: Insurance

Massachusetts Behavioral Health Partnership - Insurance

100 High Street, 3rd Flr, Boston, MA 02110

800-495-0086

www.masspartnership.com

Treatment: Insurance

Social Security Administration - Insurance

10 Causeway Street, Boston, MA 02222

800-772-1213

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

Treatment: Insurance

Commonwealth Connector - Insurance

One Ashburton Place, Boston, MA

877-623-6765

<http://www.mahealthconnector.org>

Treatment: Insurance

TalkAboutAddiction.Org - Bureau of Substance Abuse Services (BSAS)

250 Washington Street, Boston, MA 02108

617-624-5111

talkaboutaddiction.org

Regional Center for Poison Control and Prevention - Poison Control

300 Longwood Avenue, Boston, MA 02115

800-222-1222

www.maripoisoncenter.com

Treatment: Poison Control

Jane Doe - Sexual Assault

14 Beacon Street, Boston, MA 02108

617-248-0922

janedoe.org

Treatment: Sexual Assault

Try-To-Stop Tobacco Resource Center of Massachusetts - Smoking Cessation

44 Farnsworth Street, Boston, MA 02210

800-879-8678

www.trytostop.org

Treatment: Smoking Cessation

Samariteens - Suicide

141 Tremont Street, 7th floor, Boston, MA 02111

800-252-8336

www.samaritanshope.org

Treatment: Suicide

Samaritans Statewide Resources - Suicide

141 Tremont Street, 7th floor, Boston, MA 02111

877-870-4673

www.samaritanshope.org

Treatment: Suicide

Mayor's Youthline - Teens

Boston City Hall Room 603, Boston, MA 02201

617-635-2240

www.bostonyouthzone.com

Treatment: Teens

Peer Listening Line - Teens

1340 Boylston Street, Boston, MA 02215

800-399-7337

www.fenwayhealth.org

Treatment: Teens

Samariteens - Teens

141 Tremont Street, 7th floor, Boston, MA
02111
800-252-8336
www.samaritanshope.org
Treatment: Teens

Teens In Action - Teens

199 Harrison Avenue, Boston, MA 02111
617-482-4243
www.bostonasianyes.org
Treatment: Teens

**Massachusetts Department of Veterans
Affairs - Veterans**

JFK Federal Building, Boston, MA 02203
800-827-1000
www.va.gov
Treatment: Veterans

**MassMedLine - Medication Information /
Assistance**

MA College of Pharmacy and Health Sciences,
Worcester, MA 01608
866-633-1617
www.massmedline.com
Treatment: Medication Information / Assistance

**Llamanos Statewide Spanish Helpline - Sexual
Assault**

799 West Boylston Street, Worcester, MA
01606
800-223-5001
Treatment: Sexual Assault

Disabled Person's Abuse Hotline - Disability

50 Ross Way, Quincy, MA 02169
800-426-9009
www.mass.gov/dppc/dppc.html
Treatment: Disability

Parental Stress Line - Parenting

108 Water Street, Watertown, MA 02472
800-632-8188
www.parentshelpingparents.org
Treatment: Parenting

Samariteens -Teen Line - Teens

235 Walnut Street, Framingham, MA 01702
800-252-8336
Treatment: Teens

Youth Hotline "Hurt" - Teens

P.O. Box 690267, Quincy, MA 02269
617-773-4878
www.dove1078.org
Treatment: Teens

**Massachusetts Commission for the Deaf and
Hard of Hearing - Disability**

150 Mount Vernon St., 5th Floor, Dorchester,
MA 02125
617-740-1600
www.mass.gov
Treatment: Disability

Women, Infants and Children - Food

250 Washington Street, 6th Flr, Boston, MA
02108
800-942-1007
www.mass.gov/wic
Treatment: Food

National Suicide Prevention Lifeline - Suicide

666 Broadway, 2nd floor, New York, NY 10012
800-273-8255
www.suicidepreventionlifeline.org/
Treatment: Suicide

**National Runaway Switchboard Home Free
Program - Teens**

3080 North Lincoln Avenue, Chicago, IL 60657
800-621-4000
www.nrscrisisline.org
Treatment: Teens

**Al-Anon and Alateen Family Groups Cape Cod
Area - Teens**

57 East Main Street, Westborough, MA 01581-
1457
508-394-4555
www.ma-al-anon-alateen.org
Treatment: Teens

Suboxone / Office-based Opioid Treatment

Opioid Treatment provides medically monitored treatment services for clients who are addicted to opiate drugs such as heroin or pain medications. Services combine medical and pharmacological interventions (such as methadone or buprenorphine) with professional outpatient counseling, education, and vocational services. Services are offered on both a short- and long-term basis

Substance Abuse Mental Health Services Administration - Suboxone

1 Choke Cherry, Rockville, MD 20857
<http://buprenorphine.samhsa.gov>

Boston Medical Center Buprenorphine Statewide Referrals

850 Harrison Avenue, Boston, MA 02118
866-414-6926

Right Turn

299 Broadway, Arlington, MA 02474
888-578-8876
www.right-turn.org

For More information
<http://buprenorphine.samhsa.gov/>
<http://www.suboxone.com/>

Methadone / Opioid Treatment

Opioid Treatment provides medically monitored treatment services for clients who are addicted to opiate drugs such as heroin or pain medications. Services combine medical and pharmacological interventions (such as methadone or buprenorphine) with professional outpatient counseling, education, and vocational services. Services are offered on both a short- and long-term basis.

Methadone Assessment and Treatment Program

170 Morton Street, Jamaica Plain, MA 02130
617-541-3670
www.shattuckhospital.org

Habit OPCO

99 Topeka Street, Roxbury, MA 02118
617-442-1499
www.habitopco.com

Addiction Treatment Center of New England

77 Warren Street, Building #5, Brighton, MA 02135
617-254-1271
www.atcne.net

Bay Cove Human Services

66 Canal Street, Boston, MA 02114-2002
617-371-3030
www.baycove.org

Veteran's Outpatient Narcotic Treatment

251 Causeway Street, Boston, MA 02114
617-248-1013
www.boston.va.gov/bwropc_caus.asp

Community Substance Abuse Centers

175 Crescent Avenue, Chelsea, MA 02150
617-889-8779
www.csacmethadone.com

Boston Medical Center Addiction Services

727 Massachusetts Avenue, Boston, MA 02118
617-534-4212
www.bphc.org

Habit OPCO

155 Airport Road, Fitchburg, MA 01420
978-343-6300
www.habitopco.com

Spectrum Outpatient Services

585 Lincoln Street, Worcester, MA 01605
508-854-3320
www.spectrumhealthsystems.org

Spectrum Outpatient Services

105 Merrick Street, Worcester, MA 01604
508-797-6100
www.spectrumhealthsystems.org

Spectrum Outpatient Services

200 East Main Street, Milford, MA 01757
508-634-1877
www.spectrumhealthsystems.org

Spectrum Outpatient Services

176 Main Street, Southbridge, MA 01550
508-765-5940
www.spectrumhealthsystems.org

North Charles Institute for Addictions

260 Beacon Street, Somerville, MA 02143
617-661-5700
www.northcharles.org

Spectrum Outpatient Services

214 Howard Street, Framingham, MA 01702
508-875-5801
www.spectrumhealthsystems.org

Community Substance Abuse Centers

20 Tower Office Park, Woburn, MA 01801
781-933-0700
www.csacmethadone.com

Habit OPCO

650 Suffolk Street, Lowell, MA 01854
978-452-5155
www.habitopco.com

Habit OPCO

599 Canal Street, Lawrence, MA 01840
978-687-6300
www.habitopco.com

CAB Opiate Addiction Treatment Services

111 Middleton Road, Danvers, MA 01923
800-323-2224
www.cabhealth.org

Habit OPCO

11 Circle Avenue, Lynn, MA 01905
781-595-2413
www.habitopco.com

Health & Education Services

298 Washington Street, Gloucester, MA 01930
978-283-0296
www.hes-inc.org

Habit OPCO

20 Forsyth Avenue, South Yarmouth, MA 02664
508-398-5155
www.habitopco.com

SSTAR - Lifeline Methadone Services & Outpatient Counseling

243 Forest Street, Fall River, MA 02721
508-675-0131
www.saintanneshospital.org

Habit OPCO Mobile Program

66 Main Street, Taunton, MA 02302
508-880-1598
www.habitopco.com

High Point - Community Substance Abuse Centers

10 Kilburn Street, New Bedford, MA 02740
508-979-1122
www.csacmethadone.com

Habit OPCO

22 Front Street, Fall River, MA 02721
508-676-1307
www.habitopco.com

Habit OPCO

3086 Cranberry Highway, East Wareham, MA
02591
508-295-7990
www.habitopco.com

Seven Hills Behavioral Health

34 Gifford Street, New Bedford, MA 02740
508-999-3126
www.sevenhills.org

Habit OPCO

2257 Main Street, Springfield, MA 01107
413-733-3488
www.habitopco.com

Community Substance Abuse Centers

628 Center Street, Chicopee, MA 01013
413-746-0051
www.csacmethadone.com

Community Substance Abuse Centers

125 North Elm Street , 3rd floor, Westfield, MA
01085
413-568-6600
www.csacmethadone.com

Community Substance Abuse Centers

297 Pleasant Sreet, Northampton, MA 01060
413-584-2404
www.csacmethadone.com

Community Substance Abuse Centers

177 Shelburne Road, Greenfield, MA 01301
413-774-3321
www.csacmethadone.com

**Providence Hospital Behavioral Health
Methadone Program**

227 Mill Street, Springfield, MA 01108
413-781-1926
www.mercycares.com

Providence Hospital Behavioral Health

1233 Main Street, Holyoke, MA 01040
800-274-7724
www.mercycares.com

The Massachusetts Council on Compulsive Gambling's Helpline offers information and support for people concerned about their own gambling or a loved one's gambling.

We Understand the Problem. We Can Help

1-800-426-1234

Council staff members are equipped to respond empathetically and offer information and referrals for self-help, treatment providers and other community resources to people experiencing problem's with gambling 24-hours a day, 7-days a week

Helpline services are free to everyone and completely confidential. Any information that you provide will not be shared with anyone else, unless you specifically ask us to do so.

MA Council on Compulsive Gambling

190 High Street, Suite 5

Boston, MA 02110

Phone: 617.426.4554

Fax: 617.426.4555

Helpline: 1.800.426.1234

www.masscompulsivegambling.org

Consider reflecting upon the place that gambling has in your life. Our Self-Assessment is a tool to help you determine whether you have a gambling problem. No personal information is required or recorded. Many people who struggle with gambling find Gamblers Anonymous (GA) to be a tremendous source of support.

The Helpline offers services in five languages:

- English - 1-800-426-1234
- Chinese - 1-857-383-3557
- Vietnamese - 1-857-383-3567
- Khmer - 1-857-383-3577
- Spanish - 1-857-383-3558

Telling Your Story in Sixty To Ninety Seconds

To tell your story in sixty to ninety seconds, to make a point with a purpose, use one or two sentences utilizing each of the following outline points.

- “I’m (your name) and I am in long-term recovery, which means that I have not used alcohol or other drugs for more than (insert the number of years that you are in recovery) years.
- I am committed to recovery because it has given me and my family new purpose and hope for the future, while helping me gain stability in my life (use concrete examples).
- I am now speaking out because long-term recovery has helped me change my life for the better, and I want to make it possible for others to do the same.

SHARING YOUR STORY A Little MOAR Manual

Remember using your recovery story as an educational outreach opportunity is very different than telling your story at a 12-Step Meeting. You need not tell the specific details of your drug use or the very personal places that your addiction brought you. Whether speaking or writing your story for presentation, only do what you feel comfortable doing. You, as a person in recovery, are most important and valued, above all else. Remember you are teaching people about the value of recovery.

Some suggestions when preparing to share your story

- 1) When preparing your story, know these facts:
 - Who you will be talking to (Type, gender, and age of group)
 - Why have they invited you to tell your story (What is the purpose for your being there)
 - Are there going to be other speakers
 - What is the length of time you will be speaking
- 2) Use a format which emphasizes the positive changes in recovery
 - Strength: Share the strengths that you developed while in recovery and let people how treatment or whatever support systems helped and help you to cope
 - Hope: Share what you hope continues within your life in recovery, and what you hope the results will be of you telling your story.
- 3) Remember that for every story there is a beginning, middle, and end.

- 4) Always be honest. Never embellish or exaggerate your story and never tell a lie.
- 5) Never “put down” or say any thing negative about a specific person, religious group, political party, institution, organization, or agency. Doing could cause problems or offend someone.
- 6) Remember that you are telling “your story,” not that of a spouse, family member, or friend. They may be part of the story, but do not make it their story.
- 7) Do not get too personal. The audience or reader does not need to know specifics. Be careful not to say anything that you might regret saying or that can be used against you later.
- 8) Never swear or use off-color or foul language.
- 9) Be careful not to use recovery “catch phrases” or 12-Step language that the reader or audience might not understand.
- 10) If you are hand writing your story, make sure that it is legible. Always proof read to correct any mistakes you may have made.
- 11) If you are including your children in your story, it might be useful to include a picture of the family together. Be sure you are comfortable doing this and are not endangering your children or placing them in a detrimental position.
- 12) If you plan to read your story to an audience, read it aloud to a friend first. This is a good way to be sure that it has the planned effect when read aloud. You also might want to time how long you take so that you are sure you speak for time you intend.
- 13) However you present your story, be honest, to the point, and be yourself. Do not use phrases that you are not accustomed to or that are difficult for you to say.
- 14) If you are speaking to an audience, try video or audiotaping a “milk run” so that you can see how you look and sound. Does this until you feel comfortable with your presentation?

Additional Resources:

Faces & Voices of Recovery
1010 Vermont Ave. #708
Washington, DC 20005
Phone (202) 737-0690
Fax (202) 737-0695

<http://www.facesandvoicesofrecovery.org>

Suggested steps when presenting your story to a group:

- 1) Before speaking, remember the who, what, when, where, how, and why of telling story
 - Who will your audience be (gender, age, size of audience)
 - What is the purpose of talking to them (What type of group is it; legislators, service providers, students, etc.)
 - When are you scheduled to speak
 - Where are you going to be speaking (auditorium, office, restaurant, from a podium, on a panel, from the audience, etc.)
 - How is the speaking format set up (Is there more than one speaker, how are you being introduced)
 - Why are you there and what do you expect to accomplish
- 2) Have your story prepared in written form. Bring the written copy with you. Index cards that outline your story can be helpful in guiding you.
- 3) Leave for your destination early allowing time for traffic or unexpected circumstance.
- 4) Dress appropriately. You are representing MOAR and the Recovery Community.
- 5) Arrive early so you can familiarize yourself with the surroundings. Review your notes and papers.
- 6) When you arrive, introduce yourself to the events sponsor or other person in charge.
- 7) Realize that there may be media and photographers present.
- 8) Realize that people you know may be there.
- 9) Remember to stick to your speech format. Many good speakers refer to notes.
- 10) Remember to speak clearly, slowly, and loudly. Speak directly into the microphone and adjust the mike if you need to.
- 11) It is good to make eye contact with people. Find a friendly face or someone you know.
- 12) If you run out of things to say, stop speaking, say thank you, and sit down.
- 13) Do not leave the room immediately when you finish speaking. Be polite and listen to others.
- 14) When the meeting is over, thank those who invited you and make yourself available to answer any questions people may have.

**Remember that you are representing MOAR.
BE HAPPY AND KNOW THAT YOU MADE A DIFFERENCE**

If you want information about substance abuse, prevention or treatment services, for family, friend, or yourself, please call.

Mass Substance Abuse Information and Education Helpline

1-800-327-5050

www.state.ma.us/dph

A Project of Health Resources in Action, Funded by the MA Dept. of Public Health

Insurance Denied You Care – Please Call

Health Law Advocates Now at: 617-338-5241.

Visit their website at: www.healthlawadvocates.org

The Office of Patient Protection, MA Dept. of Public Health

1-800-436-7757

www.state.ma.us/dph/opp

If you are or in addiction recovery, inclusive of being a family member, and would like a role in advising the state about continuum of care policies, contact James Hiatt

MA Bureau of Substance Abuse Services Consumer Advisory Board

Contact James Hiatt at 1-617-624-5102

If you want to join others who are in addiction recovery, inclusive of families and friends, to educate the public about the value of recovery, join MOAR.

Massachusetts Organization for Addiction Recovery (MOAR)

617-423-6627 or 1-877-423-6627 (Toll Free)

Email Maryanne@moar-recovery.org

www.moar-recovery.org

4/6/11