



# **Robert M Coard, President/CEO log on: www.bostonresourcent.org Thomas M. Menino, Mayor**

# **Quick Guide to Important Numbers**

## Emergency and 24 Hr Services

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| American Red Cross Disaster Line | **(800) 564-1234** |
| **Boston Emergency Medical Services**★ | **911** |
| **Boston Fire Emergency** | **911** |
| **Boston Police Emergency** | **911** |
| **Boston Arson Hotline** | **(617) 343-3324** |
| **Mayor’s Hotline (constituent services)** | **(617) 635-4500** |
| **Poison Control Hotline** | **(800) 682-9211** |
| **Child-At-Risk Hotline** | **(800) 792-5200** |
| **Mass 211** | **(800) 231-4377** |
| **Safelink-MA Domestic Violence Hotline**  **Jane Doe Hotline** | **(877) 785-2020**  **(617) 248-0922** |
| **Parental Stress Line** | **(800) 632-8188** |
| **Rape Crisis Center** | **(617) 492-7273** |
| **Para Español Llamanos** | **(800) 223-5001** |
| **Runaway Hotline** | **(800) 621-4000** |
| **SafeLink** | **(877) 785-2020** |

## AIDS

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| AIDS Action Committee Hotline | **(617) 536-7733**  **(800) 235-2331** |
| **AIDS Services/Boston Public Health**★ | **(617) 534-4559** |
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## Alcohol & Drugs

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| --- | --- |
| Alcoholics Anonymous | **(617) 426-9444** |
| **Substance Abuse Hotline** | **(800) 327-5050** |
| **Substance Abuse Prev. & Treatment**★ | **(617) 534-5554** |

## Battered Women’s Services

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| Asian Task Force Against Domestic Violence 24hr Helpline | **(617) 338-2355** |
| Casa Myrna Vazquez | **(877) 785-2020** |
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## City Agencies

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| --- | --- |
| Animal Control | **(617) 635-5348** |
| **Boston Housing Authority** | **(617) 988-4000** |
| **Boston City Hall (Main Line)** | **(617) 635-4000** |
| **Boston Public Schools** | **(617) 635-9000** |
| **Boston Centers for Youth and Family** | **(617) 635-2098** |
| **City Council** | **(617) 635-3040** |
| **Elderly Commission** | **(617) 635-4366** |
| **Elections Commission** | **(617) 635-4634** |
| **Emergency Shelter Commission** | **(617) 635-4507** |
| **Fair Housing Commission** | **(617) 635-4408** |
| **Parks and Recreation** | **(617) 635-4505** |
| **Community Centers** | **(617) 635-4920** |
| **Home Center** | **(617) 635-HOME** |
| **Inspectional Services** | **(617) 635-5300** |
| **Health Code** | **x5322** |
| **Code Violations** | **x1200** |
| **New Bostonians** | **(617) 635-2980** |
| **Office of Neighborhood Services** | **(617) 635-3485** |
| **Libraries** | **(617) 536-5400** |
| **Rental Housing Resource Center** | **(617) 635-3653** |
| Sanitation | (617) 635-7573 |
| Public Works | (617) 635-7555 |
| Zoning Board of Appeals | (617) 635-4775 |

## Child Care and Day Care

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| Asso. Day Care Serv of Metro Boston | **(617) 695-0700** |
| **Boston Centers for Youth & Family** | **(617) 635-4920** |
| **Child Care Resource Center** | **(617) 547-1063** |
| **Child Care Choices of Boston** ❖ | **(617) 542-5437** |
| BOST*net* | **(617) 720-1290** |

## Counseling and Mental Health

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| Alliance for the Mentally Ill | **(800) 370-9085** |
| **Department of Mental Health** | **(617) 626-8000** |
| Mental Health Legal Advisors Comm | **(800) 342-9092** |
| **New England Index** | **(800) 642-0249** |
| **Parents Helping Parents** | **(800) 882-1250** |
| **Parental Stress Line SAME AS ABOVE** | **(800) 882-1250** |

## Disabilities

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| --- | --- |
| Massachusetts Commission for the Blind | **(617) 727-5550** |
| **Deaf, Inc** | **(617) 254-4041** |
| **Disability Law Center** | **(800) 872-9992** |
| **Center for Independent Living** | **(617) 338-6665** |
| **Information Center for Individuals with Disabilities** | **(800) 462-5015** |
| **Federation for Children with Special Needs** | **(617) 236-7210** |
| **Parents/Professionals Advocacy League** | **(617) 542-7860** |

## Family Support

|  |  |
| --- | --- |
| Alliance on Teen Pregnancy  **Child at Risk Hotline** | **(617) 482-9122** |
| **(617) 232-4882**  **(800) 792-5200** |
| **Children’s Trust Fund** | **(617) 727-8957** |
| **Medical Legal Partnership Boston** | **(617) 414-3654** |
| **Family Nurturing Center** | **(617) 474-1143** |
| **Father Friendly Program**★ | **(617) 534-9525** |
| **Health Baby/Healthy Child**★ | **(800) 711-1180** |
| |  |  | | --- | --- | | **United Way Parent Line** | **(800) 231-4377** | |  |

## Food Resources

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| --- | --- |
| Project Bread Food Source Hotline | **(800) 645-8333** |
| **Women, Infants & Children (WIC)** | **(800) 942-1007** |
| **Greater Boston Food Bank** | **(617) 427-5200** |
| **Serve New England** | **(888) 742-7363** |
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#### Fuel Assistance

|  |  |
| --- | --- |
| Action for Boston Community Development | **(617) 348-6000** |
| **Mayor’s No Heat Hotline** | **(617) 635-4500** |

## Gay/Lesbian/Bisexual/Transgender

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| --- | --- |
| **Boston Alliance of GLBT Youth (BAGLY)** | **(617) 227-4313** |
| **GLBT Hotline (Fenway Comm. Health)**  **Boston Mayor’s Liaison**  **The Network La Red (DV – LBT Women)**  **Gay Men’s Domestic Violence Project** | **(888) 340-GLBT**  **(617) 635-3485** |
| **(617) 423-SAFE**  **(800) 832-1901** |
| **MA Transgender Political Coalition**  **GLBT Legal Info Line** | **(617) 778-0519**  **(800) 455-GLAD** |

## THE MAYOR’S HEALTH LINE★ (800) 847-0710

## Health Care Services

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| **Immunizations**★ | **(617) 534 5611** |
| **Lead Poisoning**  Healthcare for the Homeless | **(800) 532-9571**  **(857) 654-1000** |

## Health Insurance

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| Children’s Medical Security Plan | **(800) 909-2677** |
| **MassHealth Customer Service** | **(800) 841-2900** |
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## Homelessness & Shelter

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| --- | --- |
| **Emergency Shelter Commission** | **(617) 635-4507** |
| **Homeless Services**★ | **(617) 534-2526** |
| **Mass. Coalition for the Homeless** | **(781) 595-7570** |
| **Pine Street Inn** | **(617) 482-4944** |
| **Rosies’ Place** | **(617) 442-9322** |
| **Travelers Aid Family Services** | **(617) 542-7286** |

## Hospitals & Health Centers

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| --- | --- |
| **Mass League of Community Health Centers** | **(617) 426-2225** |
| **Beth Israel Deaconess** | **(617) 667-7000** |
| **Boston Medical Center** | **(617) 638-8000** |
| **Brigham & Women’s Hospital** | **(617) 732-5500** |
| **Carney Hospital** | **(617) 296-4000** |
| **Children’s Hospital** | **(617) 355-6000** |
| **Dana Farber Cancer Institute** | **(617) 632-3000** |
| **Faulkner Hospital** | **(617) 983-7000** |
| **Franciscan Hospital for Children** | **(617) 254-3800** |
| **Lemuel Shattuck Hospital** | **(617) 522-8110** |
| **Mass Eye and Ear Infirmary** | **(617) 523-7900** |
| **Massachusetts General Hospital** | **(617) 726-2000** |
| **New England Baptist Hospital** | **(617) 754-5800** |
| **St. Elizabeth’s Medical Center** | **(617) 789-3000** |
| **Tufts New England Medical Center** | **(617) 636-5000** |

## Housing Services & Counseling

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| --- | --- |
| **Action For Boston Community Development**❖ | **(617) 348-6000** |
| **Boston Home Center** | **(617) 635-4663** |
| **City Life/Vida Urbana** | **(617) 524-3541** |
| **Emergency Shelter Commission** | **(617) 635-4507** |
| **Housing Court** | **(617) 788-8485** |
| **Rental Housing Resource Center** | **(617) 635-4200** |

## Immigrants & Immigration

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| --- | --- |
| **Mass Immigrant & Refugee Advocacy Coalition** | **(617) 350-5480** |
| **Mass Office for Refugees & Immigrants** | **(617) 727-7888** |
| **United States Citizenship &**  **Immigration Services (USCIS)** | **(800) 375-5283** |

## Legal Services & Welfare Advocacy

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| --- | --- |
| Advocacy for Resources Modern Survivors❖ | **(617) 287-7169** |
| **Elderly Legal Services** | **(617) 603-1776** |
| **Greater Boston Legal Services** | **(617) 371-1234** |
| **Hale & Dorr Legal Services Center** | **(617) 522-3003** |
| **Volunteer Lawyer Project** | **(617) 423-0648** |
| **Legal Advocacy & Resource Center** | **(800) 342-5297** |

## Mental Retardation

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| Greater Boston Assc. of Retarded Citizens, Inc. | **(617) 783-3900** |
| **Department of Mental Retardation – Boston** | **(617) 727-5608** |

## Pregnancy & Family Planning

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| --- | --- |
| **ABCD Family Planning** ❖ | **(617) 357-6000** |
| Alliance on Teen Pregnancy | **(617) 482-9122** |
| **Healthy Start** | **(888) 488-9161** |
| **Planned Parenthood of Greater Boston** | **(800) 230-7526** |

## Self-Help

|  |  |
| --- | --- |
| **Alcoholics Anonymous** | **(617) 426-9444** |
| **Al-Anon/Ala-Teen** | **(508) 366-0556** |
| **Cancer Information Service** | **(800) 422-6237** |
| **Gamblers Anonymous** | **(617) 338-6020** |
| **Narcotics Anonymous** | **(866) 624-3578** |
| **Parents Helping Parents** | **(800) 882-1250** |
| QuitWorks | **(800) 879-8678** |

## Seniors

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| --- | --- |
| Boston Elder Info | (617) 292-6211 |
| Commission on Affairs of the Elderly | (617) 635-4375 |
| Elder Abuse Hotline | (800) 922-2275 |
| Elder Hotline | (800) 882-2003 |

Massachusetts State Agencies

|  |  |
| --- | --- |
| Attorney General | (617) 727-8400 |
| Blind, Commission for | (617) 727-5550 |
| Deaf, Commission For | (617) 740-1600 |
| Citizen’s Information | (617) 727-7030 |
| Discrimination, Commission Against | (617) 727-3990  (617) 994-6000 |
| Department of Children and Families | (617) 748-2000 |
| Elder Affairs | (617) 727-7750 |
| Food Stamps | (866) 950-3003 |
| MassHealth/Medicaid | (800) 841-2900 |
| Medicare | (800) 633-4227 |
| Mental Health | (617) 626-8000 |
| Mental Retardation | (617) 727-5608 |
| Public Health | (617) 624-6000 |
| Rehabilitation Commission | (617) 204-3600 |
| Refugee and Immigrants | (617) 727-7888 |
| Social Security Administration | (800) 772-1213 |
| Unemployment Assistance | (617) 626-6560 |
| Welfare, Div of Transitional Assistance | (617) 629-1400 |
| Women, Infants, & Children (WIC) | (617) 624-6100 |

## Utilities

|  |  |
| --- | --- |
| **Boston Edison/NStar** | **(617) 424-2000** |
| **Power Outages** | **(800) 592-2000** |
| **Boston Gas/KeySpan** | **(617) 469-2300** |
| **Boston Water and Sewer** | **(617) 989-7000** |
| **Fuel Assistance** ❖ | **(800) 632-8175** |

## Veterans

|  |  |
| --- | --- |
| **Boston Veteran’s Center** | **(617) 424-0665** |
| **Dept of Veteran’s Affairs** | **(800) 827-1000** |
| **Veteran’s Services Commission** | **(617) 635-3026** |

## Youth & Teen Services

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| --- | --- |
| **ABCD SummerWorks**❖ | **(617) 348-6546** |
| **Bridge Over Trouble Waters** | **(617) 423-9575** |
| **Mayor’s Youthline** | **(617) 635-2240** |
| **Summer Job Hotline** | **(617) 542-9675** |