



Trauma Resource Guide

Boston Public Health Commission

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24 hour Multi-Disciplinary Trauma Response

Boston EMS

Boston Public Health Commission

Address: 767 Albany St. Boston, MA 02118

Phone: (617) 343- 1125 or 9-1-1

Website: <http://www.bostonems.com/>

Description: Emergency medical services for all ages.

Service: 24 hour ambulance service

Neighborhoods: all within the City of Boston

Boston Emergency Services Team (BEST)

Boston Medical Center

Address: 85 East Newton Street, Suite 508, Boston, MA 02118

Phone: 1- 800- 981 - HELP (4357)

Website: <http://www.massgeneral.org/allpsych/aps/best.asp>

Description: Service for adults and children in need of immediate psychiatric intervention. Individuals who need emergency care are assessed and briefly treated by experienced, master's level clinicians and physicians who specialize in rapid response.

Services: Immediate information & referrals; Psychiatric evaluation; Crisis intervention and treatment (including psychopharmacology); 14 bed short term Crisis Stabilization Unit; 24/7 helpline; assists in dealing with psychiatric, crisis support, information and referrals.

Hours: 24 hours a day 7 days a week

Neighborhoods: The BEST team covers Boston, Brookline, Chestnut Hill, Revere, Winthrop.

Multi-Disciplinary Trauma Response

Arbour Counseling Services

Address 1: 14 Fordham Road Allston, MA 02134 **Phone:** (617) 782-6460

Address 2: 55 Robinwood Ave Jamaica Plane, MA 02130 **Phone:** (617) 390 1485

Website: <http://www.arbourhealth.com>

Description: To help trauma survivors re-establish a sense of safety and predictability in the world, and to provide them with state-of-the-art therapeutic care during the process of reconstructing their lives.

Services: Case Management; Children's Services; Counseling; Education; Mental Health Services; Mentoring; Youth Services; Adult Services

Languages: English; Spanish

Hours: M-F 9am -5pm

Center for Violence Prevention & Recovery

Beth Israel Deaconess Medical Center

Address: 330 Brookline Ave Boston, MA 02215

Phone: (617) 667-8141

Web Site: <http://bidmc.harvard.edu/violenceprevention>

Description: Serves those who have been a victim or witness to violence (community violence, domestic violence, sexual assault) and family members who have experienced the loss of a loved one due to homicide. Serving adults 18 and over (for sexual assault services 16 years and older). All counseling and advocacy services are grant funded or hospital funded and available to clients free of charge.

Services: Emergency room services 24 hrs/day; Crisis counseling and trauma focused therapy; Support groups; Victim advocacy; Provider consultation; Community education

Hours: M-F 8:30-5 (Some evening hours available)

Neighborhood: Boston & surrounding communities.

Massachusetts Office for Victim Assistance (MOVA)

Address: One Ashburton Place, Suite 1101 Boston, MA 02108

Phone: (617) 727-5200.

Website: <http://www.mass.gov/mova/>

Description: The Massachusetts Office for Victim Assistance (MOVA) is an independent state agency devoted to upholding and advancing the rights of crime victims.

Services: Crisis intervention; Referrals to appropriate programs and service providers; Information and advocacy; Connections to support groups

Victims of Violence Program (VOV)

Cambridge Health Alliance

Address: 26 Central Street Somerville, MA 02143

Phone: (617) 591-6360

Website: <http://www.cha.harvard.edu/vov/vov.shtml>

Description: The Cambridge Health Alliance health care network, and the larger community works to develop comprehensive mental health services for crime victims and crime victimized communities. Because victims often experience psychiatric intervention as stigmatizing and intrusive, Victims of Violence emphasizes clinical care that can facilitate mastery, mobilize resiliency and promote renewed hope and restored self-esteem. The Victims of Violence Program is also home to: [The Community Crisis Response Team](#) (See Community Response) & [The Center for Homicide Bereavement](#) (See Homicide).

Services: Crisis intervention and response; Hospital-based and system-wide victim advocacy and support; Longer term clinical care; Homicide bereavement counseling and support; A wide array of groups; Community crisis response to urban communities; Clinical and support services to witnesses, family members and others affected by crime victimization

Victim Witness Assistance Program

Suffolk County District Attorney's Office

Phone: (617) 619-4192

Website: www.mass.gov/dasuffolk/gvs.html

Description: Victim Witness Advocates are located in each of the district courts in the County and the Boston Municipal Court, in the superior court, and in specialized units. Specializations include: Homicide, Gang Violence, Domestic Violence, Child Abuse, Adult Sexual Assault, Elders and Person with Disabilities, and Hate Crimes

Services: Crisis intervention emotional support; Court-based advocacy and support offered to victims of all ages, ethnicities and backgrounds; 24-hour Bail Notification system; Planning and assistance for safety and protection, including applying for restraining orders, and relocation assistance; Referrals for medical, legal, financial assistance, counseling and other social services

Languages: Haitian Creole, Cape Verdean-Creole, Portuguese, Mandarin, Spanish, Hebrew, Cantonese, and American Sign Language.

Hours: M- F 8:30 - 5

Neighborhoods: Boston, Chelsea, Revere and Winthrop

Community Response to Violence

Children's Trauma Recovery Foundation (CTRF)

The Trauma Center

Address: 1269 Beacon St. Brookline, MA 02446

Phone: (617) 232-1303 or (617) 232 0687 **CTRF Emergency Pager:** (617) 540-5400

Website: <http://www.childrenstrauma.org/>

Description: The mission of the Community Services Program is to provide an integrated, community-based trauma response program utilizing state-of-the-art, trauma-specific intervention strategies with the goal of decreasing the negative effects of maltreatment and exposure to critical incidents on children and youth.

Services: Consultation; Training

Language: Multiple language capabilities.

Neighborhood: Metro Boston.

Community Crisis Response Team (CCRT)

Cambridge Health Alliance

Address: 26 Central St. Somerville, MA 02143

Phone: (617) 498-1180

Description: The team unites professional representatives of mental health, social service, criminal justice, medial, religious, education and other human service agencies in the greater Boston area.

Services: Consultation and support to community settings as they plan and implement their own crisis response activities; Direct Crisis intervention; Training of local service providers; Follow up consultation and assistance to affected communities.

Children Specific Response

Children's Advocacy Center of Suffolk County

Address: 989 Commonwealth Avenue Boston MA, 02215

Phone: (617) 779-2146

Website: <http://www.mass.gov/dasuffolk/cac.html>

Description: The Children's Advocacy Center of Suffolk County is an interagency, public/private partnership dedicated to minimizing trauma to children and families when concerns of abuse arise. The Center coordinates investigations and assessments with clinical and legal competence in an atmosphere that is safe and respectful of each family's culture. The Center collaborates in training and research efforts to prevent child abuse in our community.

Services: Multi-disciplinary (MDT) Investigative Teams; Forensic Interviews; Case Review; Medical Services; Mental Health Services; Domestic Violence Services; Training & Community Education

Massachusetts Department of Social Services

Address 1: Harbor Office 45 Spruce St. Chelsea, MA 02150 **Phone:** (617) 660-3400

Address 2: Dimcok St Office 30 Dimock St. Roxbury MA 02119 **Phone:** (617)989-2800

Address 3: Hyde Park Office 1530 River St Hyde Park MA 02136 **Phone:** (617)360-2500

Address 4: Park St. Office 50 B Park St. Dorchester, MA 02122 **Phone:** (617)822-4700

Phone After 5pm: 1- 800- 792- 5200

Description: Child Welfare Agency. The Department has four Area Offices that are responsible for providing services to families in the Boston area. The Department's Area Offices respond to children who are the victims of child abuse including physical abuse, sexual abuse and neglect. They also provide voluntary services to parents and teens.

Services: In-home services, community based services, placement, family based, and provides case management to families involved with the Department.

Hours: M-F 9- 5 After 5pm use hotline

The Child Witness to Violence Project

Boston Medical Center

Address: 88 East Newton St. Vose 4, Boston MA 02118

Phone: (617) 414-4244

Website: <http://www.childwitnessstoviolence.org/>

Description: Focuses on the growing number of young children who are hidden victims of violence: children who are bystanders to community and domestic violence. The project began in 1992 and currently counsels over 150 children and their families each year, in addition to implementing both national and state-focused training for health care professionals, police, educators, and many other social service professionals who confront issues of children, ages 0-8, who witness violence.

Services: Counseling and Advocacy; Developmentally sensitive therapy with the child; Parent guidance, family therapy or child-parent psychotherapy; Advocacy/intervention to stabilize the environment of the child; Case-related consultation to schools, and early care and development centers

Languages: English, Spanish, interpreter Service available

The Youth Development Network

Boston Public Health Commission

Address: 774 Albany St. Boston, MA. 02118

Phone number: (617) 534-3500

Description: aims to ensure that all Boston young people have opportunities and supports to develop the knowledge, skills, and experiences necessary to lead productive and rewarding lives. The program promotes positive youth-to-adult and youth-to-youth relationships. YDN helps young people overcome barriers to critical resources, and use mentors to begin positive life transformations. This will create new youth leaders that contribute to future violence prevention efforts and quality of life improvements.

Services: Mentoring; Academic Success; Summer and Year-Round Employment; Summer and After school Programs; Anger Management/Conflict Management; Case Management; Trauma Recovery

Domestic Violence

Elizabeth Stone House

Address: P.O Box 300039 Jamaica Plain, MA 02130

Phone: (617) 427-9801 ext. 407. **Hotline:** (617) 522-3417

Website: www.elizabethstonehouse.org

Description: Elizabeth Stone House has three residential programs for women and children. The Therapeutic Community, a five-month program for women with mental health and trauma issues; The Battered Women's Program, which provides three months of emergency shelter; and Transitional Housing, an 18 month program which serves as a bridge to permanent housing. We also offer many support groups for the community.

Hours: Monday 8am-9pm, Tuesday 8am-8pm, Wednesday 8am-8pm, Thursday 8am-9pm, Friday 9am-6pm. 24 hour Hotline.

Services: Advocacy; Referrals; Survivor/ Children services; Support Groups; Training/education; Community Partnerships

Family Justice Center (FJC)

Address: 989 Commonwealth Ave Boston, MA 02215

Phone: (617) 779-2100

Website: www.familyjusticecenter.org

Description: The FJC of Boston fosters collaboration in service to victims of child abuse, domestic violence and sexual assault by providing a safe and welcoming environment where individuals and families benefit from the availability of services offered by diverse nonprofit and governmental partner organizations and commitment to complementing and enhancing the health of victim service organizations throughout Boston. We strive to coordinate violence intervention and prevention services that are culturally responsive and accessible to all victims.

Services: Advocacy and Counseling; Civil Legal Assistance; Children's and Youth Services; Children's Advocacy Center of Suffolk County; Boston Police Department / Family Justice Division; Suffolk County District Attorney's Office; Other Supportive Services

Finex House

Phone: (617) 436-2002

Website: <http://finexhouse.org>

Description: Finex House provides a wheelchair accessible emergency domestic violence shelter and safe home program with capacity for 47 beds for 3 months or more as well as a 5 year long Shelter Plus Care Program with 12 apartments.

Languages: English, American Sign language, Haitian Creole, Spanish and Vietnamese.

Services: Women and Children's Therapy Programs; Crisis Intervention; Trauma Support; Special Needs Advocacy; Emergency Response; and Legal Advocacy for battered women and their children who often have no where else to turn.

Financial Services

Victims Compensation & Assistance Division

Attorney General's Office

Phone: (617) 727-2200 Ex. 2913

Website: www.mass.gov/ago

Description: The Victim Compensation Program provides financial assistance to eligible victims of violent crime and their families. Through this program reimbursement may be made for certain expenses to the extent that private insurance, public assistance, or other funds do not cover the cost. The crime must have occurred in Massachusetts and have been reported to the police within five days unless there is good cause for delay. Applications must be filed within three years of the date of the crime. Property losses, compensation for pain and suffering and all other losses are not covered by the Victim Compensation Program. Under the Massachusetts Victim Compensation Program, the maximum award allowed is \$25,000 per crime.

Services: Assistance covers: Medical expenses, including hospital, ambulance, rehabilitation services, equipment, supplies and medications; Dental expenses; Mental health counseling for victims, for family members of homicide victims, and for children who witness violence against a family member; Funeral and burial expenses up to \$4,000; Lost wages (for victims only); Loss of income for dependents of homicide victims; and replacement Homemaker expenses.

GLBT Response

Violence Recovery Program

Fenway Community Health Center

Address: 7 Haveiland Street Boston, MA 02115

Phone: (617) 927-6250 **Toll Free:** 1-800-834-3242

Description: The VRP provides counseling, support groups, advocacy, and referral services to Lesbian, Gay, Bisexual and Transgender (LGBT) victims of bias crime, domestic violence, sexual assault and police misconduct.

Hours: Mon-Fri 9am-5pm

Homicide

Center for Homicide Bereavement

Cambridge Health Alliance

Address: 130 Bishop Allen Dr. Cambridge, MA 01239

Phone: (617) 591-6123

Description: Committed to supporting those who are suffering the loss of a loved one.

Services: Crisis Intervention and ongoing bereavement counseling for individuals of all ages and for families; Bereavement support groups; Victim advocacy, consultation & support; Information and Referral to other services of the Victim of Violence program and other community and governmental resources.

Living After Murder Program (LAMP)

Roxbury Comprehensive Community Health

Address: 435 Warren Street Roxbury MA 02119

Phone: (617) 442-7400

Description: The Victim of Violence Services/Living After Murder (LAMP) Program provides services free of charge to survivors of homicide and other victims of violence.

Services: Diagnostic assessments; Crisis intervention; Individual, family, couples and group therapy; Medication evaluation and follow-up; Case management and client advocacy; Criminal justice support; Community outreach; Referrals; and Collaboration with social, medical and educational systems. The program serves children, teens, and adults.

Louis D. Brown Peace Institute

Address: 1452 Dorchester Avenue 2nd Floor Dorchester, MA 02122

Phone: (617) 825-1917

Website: <http://www.louisdbrownpeaceinstitute.org/index.html>

Description: Offers various programs that assist and empower survivors of homicide victims with tools that not only rebuild their lives but also their communities; through education, collaboration, and policy advocacy.

Services: Out-reach to families 24-48 hours after the murder has taken place; Connects survivors of violence to appropriate social services; Assists them in dealing with the criminal justice system; Provides support during criminal trials; Training to become advocates for and mentors to other families impacted by violence; Helps with burials. The Teen Survivor To Survivor Services (TSTS) works with youth homicide survivors, ages 13-17, in a peer support network. Massachusetts' Mothers On the Move (M'MOM): M'MOM provides support to mothers who have suffered loss of children through violence, incarceration, and an ineffective legal system.

Hours: Crisis advocacy available 24 hours a day

Immigrant/Refugee Services

Victim Assistance Services

International Institute of Boston

Address: One Milk St. Boston MA 02109

Phone: (617) 695-9990

Website: www.iiboston.org

Description: The Victim Assistance Services at the International Institute of Boston serves refugee, asylum seeker and immigrant victims of domestic violence, sexual assault, political trauma and hate crimes in Massachusetts.

Services: Free of charge: Legal consultation; Crisis intervention; Safety planning; Accompaniment to court; Individual counseling.

Educational Information

The Institute for Health and Recovery (IHR)

Address: 349 Broadway Cambridge, MA 02139

Phone: (617) 661-3991

Website: <http://www.healthrecovery.org/>

Description: IHR works across systems to develop gender-specific and trauma-informed models of prevention, early identification, intervention, and treatment services, with a particular focus on women, children and families. Services are provided locally, regionally and across the state.

Services: Referrals

The National Child Traumatic Stress Network (NCTSN)

Website: <http://www.nctsn.org/>

Description: Established as part of the Children's Health Act of 2000, NCTSN is a unique Congressional initiative that seeks to improve the quality, effectiveness and availability of services for children and families who are exposed to a wide range of traumatic experiences, including domestic, school and community violence, physical and sexual abuse, natural disasters and terrorism, and life-threatening injury and illness. The NCTSN is a collaboration of 75 academic, clinical and community service centers, including UCLA Neuropsychiatric Institute and Duke University Medical Center, which co-direct the Network through the National Center for Child Traumatic Stress.

Services: Supports the development and broad adoption of evidence-based and trauma-informed treatments. The NCTSN offer myriad resources for a variety of audiences, including mental health professionals, educators, and consumer and families.

Legal and Post Conviction Services

Post Conviction Victim Services

Massachusetts Parole Board

Address: 12 Mercer Road Natick MA 01760-2415

Phone: (508) 650-4500

Toll Free: 1-888-298-6272

Website: www.mass.gov/parole

Description: The Massachusetts Parole Board formed a Victim Services Unit in 1987 to provide crime victims with information pertaining to an offender's post-conviction status. The Victim Services Unit assists victims in the process of obtaining CORI [Criminal Offender Record Information] certification and enabling the victim and/or family members to receive information regarding an offender's status. [A Victim Service Coordinator](#) is assigned to each parole office in the state to provide victims with information about the parole process and notifications of upcoming hearings. Coordinators accompany victims and their family members to parole hearings when victim attendance and participation are allowed.

Services: Comprehensive information; Support and referral services to crime victims regarding parole issues; Notifications to CORI certified individuals required under M.G.L. 258B. The coordinators will assist victims with all post conviction needs.

Victim Relocation Counseling Project

Greater Boston Legal Service

Phone: (617) 371-1234

Toll Free: 1-800-323-3205

Website: <http://www.gbls.org>

Description: The Relocation and Counseling Project provides free legal advice and information to crime victims and witnesses to help them relocate safely when necessary, and to advocates assisting them.

Services: Free legal advice and information

Victim Services Unit

Department of Youth Services

Address: 27 Wormwood St. Suite 400 Boston MA 02210

Phone: (617) 960-3290

Fax: (617) 951-2409

Website: <http://www.state.ma.us/dys>

Description: The Victim Services Unit Provides an array of statewide post conviction services to victims of juvenile crime whose offenders are in the custody of the Department of Youth Services. The Victim Advocate provides information on the DYS system including the commitment and placement process; victim advocacy and support; victim certification; and notification of statutorily mandated changes in the offender's status or placement.

Mental Health

Department of Psychiatry

Boston Medical Center

Phone: (617) 414- 5546

Description: Three levels of service: 1) Ambulatory/ Outpatient; 2) Emergency Department; 3) Consultation liaison services which respond to the surgical unit. Children and adults served.

Hours: 24 hour on call

Services: (617) 638-5783 (Request psychiatrist on call)

Massachusetts Department of Mental Health

Address: 85 E. Newton St. Boston, Ma 02118

Phone: (617) 626-9224

Description: Provides a variety of community and school based services for DMH eligible clients. Individuals seeking state funded or operated services must first be determined eligible for such services. Eligibility is determined by level of disability, psychiatric history and availability of resources. The eligibility determination office can be contacted at the above address and phone number. DMH provides specialized psychiatric services for transition aged youth (youth between the ages of 18-25) and mentally ill elders.

Services: Case management and care coordination; Community rehabilitative support services; Residential services (i.e. group homes, supported housing); Support services for the homeless mentally ill; Flexible support and wrap around services for children and families; Supported employment and education services; Intermediate inpatient hospital care; Crisis stabilization and respite services; Collateral activities in child/adolescent outpatient programs are also supported by DMH.

Neighborhoods: Boston, Cambridge, Somerville, Brookline, Winthrop, Chelsea and Revere.

Hours: Many DMH services operated every day, at all hours

Hotlines

Child Sexual Abuse

Stop it Now

Website: www.StopItNow.org

Phone: 1-888-PREVENT (773-8368)

Hours: Monday-Friday 9am-6pm

Dating Abuse

Love is Respect

Website: <http://www.loveisrespect.org/>

Phone: 1-866-331-9474

TTY: 1-866-331-8453

Hours: 24 hours a day, 7 days a week

Domestic Violence

National Domestic Violence Hotline

Website: <http://www.ndvh.org/>

Phone: 1-800-799-SAFE (7233)

TTY: 1-800-787-3224

Hours: 24 hours a day, 7 days a week

SafeLink

Phone: 1-877-785-2020

TTY: 1-877-521-2601

Website: <http://www.casamyrna.org/safelink.html>

Hours: 24 hours a day, 7 days a week

Elder Abuse

Massachusetts Elder Abuse Hotline

Website: www.800ageinfo.com

Phone/TTY: 1-800-922-2275

Hours: 24 hours a day, 7 days a week

Mayor's Health Line Program

Boston Public Health Commission

Phone: (617) 534-5050 **Toll Free:** 1-800-847-0710

Description: Health insurance enrollment assistance, advocacy, information and referral, case management, training and education, referrals and health outreach to local communities. After-hours, this number rolls over to the Mayor's Help Line

Hours: M-F 9-5, except holidays and weather emergencies

Missing and Abducted Children

Child Find of America

Website: <http://www.childfindofamerica.org/>

Phone: 1-800-I-AM-LOST (426-5678)

Hours: 24 hours a day, 7 days a week

Missing & Exploited Children

Website: <http://www.missingkids.com/>

Phone: 1-800-THE-LOST (843-5678)

TTY: 1-800-826-7653

Hours: 24 hours a day, 7 days a week

National Center for Victims of Crime

Website: <http://www.ncvc.org/>

Phone: 1-800-FYI-CALL (394-2255)

TTY: 1-800-211-7996

Hours: M-F 8:30am-8:30pm

Parental Stress Line

Parents Helping Parents

Website: <http://www.parentshelpingparents.org/>

Phone: 1-800-632-8188 press 1

Description: A program of Prevent Child Abuse MA (MA Citizens for Children) that is staffed by trained volunteer telephone counselors who care and are concerned about the preservation of families.

Hours: 24 hours a day 7 days a week

Rape and Sexual Abuse

Rape, Abuse & Incest National Network

Website: <http://www.rainn.org/>

Phone: 1-800-656-HOPE (4673)

Hours: 24 hours a day, 7 days a week

Boston Area Rape Crisis Center

Website: www.barcc.org

Phone: (617) 492-RAPE (7273) or 1-800-841-8371

Hours: 24 hours a day, 7 days a week

Spanish Language Sexual Assault Helpline

Website: www.llamanos.org

Phone: 1-800-223-5001

Office and TTY/TDD: (508) 852-7600

Hours: Monday-Saturday 9am-5pm

Runaway and Homeless Youth

National Runaway Switchboard

Website: <http://www.1800runaway.org/>

Phone: 1-800-RUNAWAY (786-2929)

Hours: 24 hours a day, 7 days a week

Suicide Prevention

National Suicide Prevention Life Line

Website: <http://www.suicidepreventionlifeline.org/>

Phone: 1-800-273-TALK (8255)

TTY: 1-800-799-4TTY (4889)

Hours: 24 hours a day, 7 days a week

Samaritans

Website: www.samaritanshope.org

Phone for Teens: 1-800-252-8336

Adult: (617) 247 0220

Hours: 24 hours a day, 7 days a week