## **Resource and Recovery Guide for Consumers**

**Boston Marathon** 

Boston Public Health Commission

December 2013

Organization	Description of Services	Contact Information
VICTIM COMPENSA	ATION AND FINANCIAL SERVICES	
One Fund Boston	One Fund was established as a central depository for charitable contributions to benefit victims of the Boston Marathon bombings. The injured, their families and the families of the deceased are asked to register with One Fund Boston so they can receive up-to-date information.	Contact in Boston: Barbara Thorp at 855-617- FUND (3863); Email: barbara.thorp@onefundboston.org  Website: www.onefundboston.org
Massachusetts Office of the Attorney General Victim Compensation	The Victim Compensation Fund is available to help pay crime related expenses incurred as a result of a violent crime occurring in Massachusetts.  Applicants do <b>not</b> have to be a resident of Massachusetts to apply for the program nor do they need to be seeking assistance only for	Phone: 617-727-2200 Ext 2160  Contact:  John Malone, Investigator/Advocate at 617-963-2558; Email:
Fund	services in Massachusetts.  Compensation (direct payment and reimbursement) up to \$25,000 for:	imalone@state.ma.us  Ann Meola, Director at 617-963-2930; Email: anna.marie.meola@state.ma.us
	<ul> <li>Physician and hospital expenses related to the incident</li> <li>Medical expenses, including prescriptions, dental care, security measures, equipment, and co-pays</li> <li>Lost wages and replacement homemaker services (for victim only if the victim was not working for 1 year prior to the date of the crime; not available for caregivers)</li> </ul>	Shannon LeGrice, Deputy Director at 617-963-2815; Email:  Shannon.legrice@state.ma.us  Website: http://www.mass.gov/ago/public-safety/resources-for-victims/victims-of-violent-crime/victim-compensation.html
	<ul> <li>Counseling</li> <li>Vehicle adaptations (note: will not pay for the purchase of a vehicle)</li> <li>Funeral/burial expenses, ancillary burial expenses and grief counseling as well as loss of financial support (for dependents of homicide victims)</li> </ul>	

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	Download the application (in English and Spanish) at:  www.mass.gov/ago/docs/victim/vcomp-app-marathon.pdf  Mail or fax completed application to:  MA Office of the Attorney General, Victim of Violent Crime Compensation Assistance Fund, 1 Ashburton Place, Boston, MA 02108  Fax: 617-742-6262	
FBI National Victim Assistance Call Center	All individuals injured and hospitalized during the Boston Marathon bombing should contact a victim specialist as soon as possible if they have not been contacted already by the FBI. Specialists are available 24 hours, 7 days a week.  The FBI specialists provide:  Referrals and resources for health, social and other services Brochures on coping after a terrorist attack and coping with trauma for adults and children  Compensation (direct payment or reimbursement) for certain expenses such as transportation and lodging for family members during a victim's hospitalization and rehabilitation	Victim Assistance Call Center Phone: 1-800-331-0075  Email: bostonmarathon.victimaassistance@ic.fbi.gov  Website: www.fbi.gov/stats-services/victim_assistance/seeking-victim-information/assistance-for-victims-of-the-boston-marathon-bombings
Massachusetts Office for Victims Assistance	The Massachusetts Office for Victims Assistance (MOVA) provides funding for agencies in MA who provide direct services to victims of crime. A listing of these services can be found at <a href="https://www.mass.gov/mova">www.mass.gov/mova</a> MOVA's website lists information about services for victims and survivors of the Boston Marathon bombing including:  • Financial assistance  • Mental health services  • Social Security and Disability (SSDI)  • Home modification assistance	Phone: 617-586- 1340; Toll Free Hotline: (855) 617-3863  Direct Contacts:  Susan Vickers at 617-586-1352; Email: susan.vickers@state.ma.us  Stacey Corin at 617-586-1352; Email: stacey.corin@state.ma.us  Email: mova@state.ma.us  Website: http://mova.state.ma.us

Organization	Description of Services	Contact Information
U.S. Attorney's Office	Provides information and assistance to victims throughout the prosecution process including:  Information about victim's rights Information on the status of the case Court accompaniment	Contact: Kathleen Griffin at 617-748-3140; Email: Kathleen.Griffin@usdoj.gov
Operation Hope	Provides assistance and guidance with:  • Finances and budgeting  • Working with creditors  • Insurance claims  • Referrals  • Obtaining lost or destroyed documents	Phone: 1-888-388-4673 Website: www.OperationHope.org
Federal and State Resources on Financial Planning	Links to resources, both Federal and State, regarding financial planning. Lawyers can also assist with this type of planning (see LEGAL SERVICES)	http://investor.gov/investing-basics/avoiding-fraud  www.sec.state.ma.us.sct.sctinv/pdf/Top_Ten_Financial_Scams.p  df  www.sec.state.ma.us.sct/sctinv/pdf/10_Dos_and_Donts_for_Inv estors.pdf  www.sec.state.ma.us/sct/sctinv/pdf/avoid_phishing_scams.pdf  www.sec.state.ma.us/sct/sctinv/pdf/How_to_Avoid_ID_Theft.pf
LEGAL SERVICES		
Massachusetts Bar Association	Offers free legal assistance to individuals affected by the Boston Marathon bombings	Phone: 617-338-0610; toll free 1-877-686-0711
Boston Bar Association	Connects individuals affected by the bombings to lawyers that provide pro bono (free) legal assistance on:  Insurance Taxes Labor and employment/unemployment issues	Lawyer Referral Service Intake Line: 617-742-0625 or toll free 800-552-7046 Monday through Thursday 8:30am – 5:00 pm EST and Friday 8:30am – 5:00pm EST Submit an online request at <a href="http://bostonbarlawyer.org/content/request-attorney">http://bostonbarlawyer.org/content/request-attorney</a>

Organization	Description of Services	Contact Information
	<ul> <li>Housing and transportation issues</li> <li>Relocation</li> <li>Health</li> <li>School-related issues</li> <li>Federal/state benefits planning (social security disability and other benefits)</li> <li>Estate and trust planning</li> <li>Financial advising and planning</li> </ul>	
MENTAL HEALTH,	SUPPORT GROUP AND CRISIS INTERVENTION SERVICES	
Boston Public Health Commission	Support group for individuals who were injured in the Boston Marathon bombings and their family members/significant others.  The group meets at Spaulding Rehabilitation Hospital in the Charlestown Navy Yard in Boston.  The group meets from 6:30pm to 8:30pm and parking is free. This is a drop-in group – individuals are welcome to join anytime and groups are ongoing.  For 2014, the Monday night group will meet for 11 sessions on: January 13, January 17, February 10, February 24, March 10, March 24, April 7, April 14, April 28, May 12 and May 19.	Contact: Donna Ruscavage at 617-534-2560 or druscavage@bphc.org
Beth Israel Deaconess Medical Center	Support group for those affected by the Boston Marathon bombings. Join with others who were in close proximity to the finish line and have been affected by the bombings. Also provides free counseling. Mental health clinicians will also provide counseling within a person's home.  Meets for 8 Thursdays starting October 17, 2013 from 11:00am – 12:30pm (October 17, 24, 31; November 7, 14; December 5, 12, 19) at Beth Israel Deaconess Medical Center, East Campus, 330 Brookline Avenue, Boston, MA.	Contact: Cynthia Kennedy at 617-667-3227; Email: ckenned2@bidmc.harvard.edu

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The Center for Homicide Bereavement	Individuals and families are eligible for <b>free counseling</b> at the Center for Homicide Bereavement, a program of the Victims of Violence Program at the Cambridge Health Alliance. Mental health clinicians will also provide counseling within a person's home. The Center is offering a 4-session <b>support group</b> on Wednesdays from 6:00 – 7:00pm starting on September 11, 2013.	Direct Contact: Holly Aldrich at 617-591-6123; Email: ealdrich@challiance.org
Community Violence Response Team at Boston Medical Center	Individuals and families are eligible for <b>free counseling</b> at the Boston Medical Center. Mental health clinicians will also provide counseling within a person's home.	Direct Contact: Lisa Allee a 617-414-8007; Email: lisa.allee@bmc.org
Trauma Resource Network	Provides 3 free sessions of <b>EMDR</b> (eye movement, desensitization and reprocessing) therapy to individuals affected by the Boston Marathon bombings (can go up to 5 sessions if needed and if more treatment is needed they will provide referrals); have EMDR-trained clinicians located in Boston and throughout Eastern Massachusetts.	Phone: 774-292-0877  Email request for service to: bostonareatrn@emdrhap.org  Contact: David Dockstader at 508-922-6117; Email: davedockstader@gmail.com and Rebecca Rosenblum at drrerosenblum@earthlink.net
American Red Cross	Provides <b>crisis counseling</b> and has a disaster hotline.	Phone: 1-800-564-1234  Text: "TalkWithUs" to 66746  Website: www.redcross.org/find-help/disaster-recovery-emotionally
The Mayor's Health Line	Housed at the Boston Public Health Commission, the Mayor's Health Line provides free and confidential <b>information and referrals</b> to the public. Assists with referrals and applications for health insurance.	Monday through Friday from 9:00am to 5:00pm Phone: 617-534-5050; toll free 1-800-847-0710

Organization	Description of Services	Contact Information
The Mayor's Hotline	The Mayor's Hotline and 24 Hour Constituent Service Office allows submission of <b>service requests</b> and issues by phone or online for health, safety and social services, housing and other issues.	Phone: 617-635-4500 available 24 hours a day, 7 days a week  Go to <a href="https://www.cityofboston.gov/online">www.cityofboston.gov/online</a> to submit an online request.
The Trauma Center at JRI	The Trauma Center provides <b>outpatient services to traumatized children and adults</b> and their families at their main office in Brookline, MA. The Center also offers <b>inpatient treatment</b> for trauma at the Van der Kolk Center for individuals between the ages of 12 and 21 and an in-patient 5 or 19 day intensive trauma assessment for individuals of all ages.	Phone: (617) 232-1303 Website: www.traumacenter.org
Stay Strong Boston	In response to the Boston Marathon bombings, Screening for Mental Health, Massachusetts 2-1-1, SAMHSA and Link2Health Solutions developed the Stay Strong Boston initiative to provide individuals with access to:  A mental health self-assessment tool Information on coping Information on how to contact the SAMHSA Disaster Distress Helpline, which provides free, 24/7 crisis counseling and support for individuals who have experienced a natural or human-caused disaster	Website: www.StayStrongBoston.org SAMHSA Disaster Distress Hotline: 1-800-985-5990
The BEST Team in Boston	The BEST Team in Boston (Boston Emergency Services Team), a 24-hour emergency mental health service that will deploy staff to the field for <b>crisis intervention</b> and <b>assessments</b> .	Phone: 800-981-4357
Trauma Resource Institute	The Trauma Resource Institute is a nonprofit corporation globally cultivating trauma informed and resiliency informed individuals and communities by providing <b>education and skills training</b> . The trainings are called the Trauma Resiliency Model and the Community Resiliency Model. Both models promote wellness skills for self-care that have been used across cultures for clinicians and community members.	Website: http://traumaresourceinstitute.com

Organization	Description of Services	Contact Information
EMDR	The international association that promotes <b>EMDR</b> for trauma victims. Helps you locate EMDR-trained clinicians in your area.	Website: www.emdr.com
The Sidran Institute	This group provides <b>education on trauma and stress</b> , information, training and advocacy. Has information on clinicians and support groups throughout the United States, an online store of educational materials and a help desk.  Also has helpful information on <b>Social Security and Disability</b> and the eligibility and application process	Website: www.sidran.org
The Foundation for Art and Healing	Based in Brookline, MA this Foundation provides <b>information and training on trauma and healing</b> . Special exercises and information are posted for Boston Marathon survivors.	Website: www.artandhealing.org
Substance Abuse and Mental Health Services Administration	Information on trauma for professionals and consumers.  SAMHSA has also has a self-help guide for individuals who have experienced trauma that can be downloaded for free at: <a href="http://store.samhsa.gov/product/Dealing-with-the-Effects-of-Trauma-A-Self-Help-Guide/SMA-3717">http://store.samhsa.gov/product/Dealing-with-the-Effects-of-Trauma-A-Self-Help-Guide/SMA-3717</a>	Website: www.samhsa.org/trauma
Trauma Information Pages	David Baldwin's Trauma Information Pages have extensive information on trauma and recovery.	www.trauma-pages.com
Books on Trauma and Healing	These <b>books</b> are excellent resources and useful for both clinicians and laypersons dealing with trauma and are all available on <a href="https://www.amazon.com">www.amazon.com</a> I Can't Get Over It: A Handbook for Trauma Survivors by Aphrodite Matsakis, PhD  The Way of the Journal: A Journal Therapy Workbook for Healing by Kathleen Adams  Healing from Trauma by Jasmine Lee Cori  In an Unspoken Voice: How the Body Releases Trauma and Restores Goodness by Peter A. Levine	Website: www.amazon.com

Organization	Description of Services	Contact Information
	<ul> <li>The Post Traumatic Stress Disorder Sourcebook: A Guide to Healing, Recovery and Growth by Glenn Schiraldi</li> <li>The PTSD Workbook: Simple Effective Techniques for Overcoming Traumatic Stress Syndrome by Mary Beth Williams and Soili Poijula</li> <li>The Sunflower by Simon Wiesenthal</li> <li>The Art of Comforting: What to Say and Do for People in Distress by Val Walker</li> <li>The Art of Being a Healing Presence by James Miller and Susan Cutshall</li> <li>Embracing Uncertainty by Susan Jeffers</li> <li>Overcoming Trauma through Yoga: Reclaiming Your Body by Davie Emerson and Elizabeth Hopper</li> </ul>	
HOME MODIFICAT	IONS	
Boston Survivors Accessibility Alliance	The Massachusetts Department of Public Safety created the Boston Survivors Accessibility Alliance (BSAA) to provide assistance with home renovations to help individuals transition to a new lifestyle. BSAA partners with private and public individuals and groups in the building industry to serve as a single point of contact and as a resource clearinghouse for services and goods which may be necessary to make home modifications.	Contact: Beth McLaughlin or Theresa Lepore at 617-727-3200  Email for more information and how to apply for assistance:  www.mass.gov/eopss/agencies/dps/the-boston-survivors- accessibility-alliance-bsaa.html
Rebuilding Together Boston	Rebuilding Boston Together (RBT) provides no-cost home modifications, repairs and renovations for Boston's low-income homeowners including the elderly, veterans, families with children, the physically challenged and others in need.	Contact: Simone Auster at 617-971-0058  Email: sauster@rebuildingtogetherboston.org  Website: www.rtboston.org

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Massachusetts Rehabilitation Commission Home Modification Loan Program	Provides loans to make modifications to the primary, permanent residence of elders, adults with disabilities, and families with children with disabilities. The modifications must be necessary to allow the beneficiary of the loan to remain in the home and must relate to their ability to function on a daily basis.	Contact: Susan Gillam at 617-204-3739; Email: susan.gillam@state.ma.us  Website: www.mass.gov/mrc/hmlp
Institute for Human Centered Design	<ul> <li>A Boston-based nonprofit organization, the Institute offers:</li> <li>Resources regarding disability rights</li> <li>Research library about accessible and inclusive design open to the public</li> <li>Houses the Americans with Disabilities Act (ADA) Center</li> <li>Answers questions about your rights and the responsibilities of public and private entities in all aspects of the community, in healthcare settings, at work and at school, Monday through Friday at 800-949-4232 (voice and TTY)</li> <li>The Fair Housing Design and Construction Resource Center where you can learn about your rights and design guidelines if you are a renter or owner in multi-family housing units with 3 units or more built since 1991 at 881-341-7781 (Voice and TTY)</li> <li>A design team that specializes in the design for accessibility and universal design</li> </ul>	Contact: Valerie Fletcher at 617-6951225, ext 226; Email: vfletcher@IHCDesign.org  Website: www.humancentereddesign.org

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HANDICAP PLACAR	HANDICAP PLACARD AND LICENSE		
Massachusetts Registry of Motor	Special placards and plates are available for vehicles that transport medically disabled drivers and passengers.	RMV Telephone Center: 857- 368-8000	
Vehicles	medically disusted drivers and passengers.	Website: www.massrmv.com/rmv.forms/disabled.htm	
ASSISTED TECHNOL	OGY INFORMATION, PRODUCTS AND SERVICES		
Massachusetts Initiative to Maximize Assistive Technology in the Consumer's Hands	<ul> <li>MassMatch works in partnership with community-based organizations to create new Assistive Technology (AT) programs and coordinates AT services through the Commonwealth.</li> <li>Programs include:         <ul> <li>AT Regional Centers where you can access information and try or borrow a needed AT device; go to website (www.massmatch.org) to find a center near you.</li> <li>In Eastern Massachusetts: Easter Seals Assistive Technology Regional Center in Boston, Catherine Bly and Kristi Peak-Oliveria, Co-Coordinators, 617-226-2640 or 800-244-2756 Voice; Email: <a href="https://doi.org/10.2016/nn.new/ATRC@easterseals.org">ATRC@easterseals.org</a></li> </ul> </li> </ul>	Website: www.massmatch.org	
	In Western Massachusetts: United Cerebral Palsy of Berkshire County in Pittsfield, Dawn Matthews AT Demo and Loan Coordinator, 413-442-1562 Voice; Email: ATRC@ucpberkshire.org  www.GetATStuff.org where you can shop for used equipment or advertise what you are no longer using, which is available to the New England states and includes:  Vision (Desktop & Portable Video Magnifiers, etc) Hearing (Assisted Listening/Alerting Devices, Amplified Phones, etc.) Speech Communication (Communication Devices) Learning, Cognitive, Developmental (Literacy		

Organization	Description of Services	Contact Information
	Software, Photo Phones, Portable Word Processors, etc.)  Mobility, Seating & Positioning (Power & Manual Wheelchairs, Scooters, Walkers, R amps, Canes, etc)  Daily Living (Bathing/Toileting Aids, Lift Chairs, Patient Lifts, Adjustable Hospital Beds, Standing Frames/Aids, etc)  Environmental Adaptations (Electronic Aids for Daily Living, Environmental Control Units, Telephone Systems, Stair Lifts, Home Modification/Adaptation Items, etc.)  Transportation and Vehicle Modifications (Accessible Vans, Wheelchair/Scooter Lifts/Carriers, etc.)  Computers and Computer-related (Accessible Workstations, Adjustable/Ergonomic Chairs, Computer Access Equipment, etc)  Recreation, Sports, and Leisure (Handcycles, Adaptive Exercise Equipment, 3 Wheel Bikes, Pool Lifts, etc.)  Other (Accessible Homes, Therapy/Rehab Devices, etc.)  Massachusetts Assistive Technology Loan Program (MATLP) — an alternative financing program that gives people with disabilities and their families access to low-interest cash loans to buy needed AT devices.	
Driving Solutions for You	<ul> <li>Services provided free to individuals affected by the Boston Marathon bombings include:</li> <li>In-home assessment of physical, visual, perceptual and cognitive skills for individuals with new disabilities</li> <li>Referrals to agencies and resources that provide specialized driving lessons (also free) for individuals with new disabilities</li> <li>Referrals for adaptive equipment and funding options for adaptations</li> </ul>	Contact: Judy Romano at 508-878-9583  Email: <a href="mailto:drivingsolutions@comcast.net">drivingsolutions@comcast.net</a> Website: <a href="mailto:www.drivingsolutionsforyou.com">www.drivingsolutionsforyou.com</a>

Organization	Description of Services	Contact Information	
HEARING LOSS	HEARING LOSS		
Massachusetts Commission for the Deaf and Hard of Hearing	<ul> <li>Provides:</li> <li>Resources for ASL and CART interpretation services, referrals and information</li> <li>A listing of jobs searchable by job type and location</li> </ul>	Phone: 617-740-1600  Website: www.mass.gov/eohhs/gov/departments/mcdhh	
HOME CARE			
Home Care Alliance of Massachusetts	Agencies that belong to the Alliance have volunteered to donate home care services to individuals affected by the Boston Marathon bombings. Agencies will donate 10 hours of personal care services at a minimum; most agencies will donate more in terms of hours and services such as physical therapy or skilled nursing.	Contact: James Fuccione, Director of Legislative & Public Affairs at 617-482-8830; Email: <a href="mailto:jfuccione@thinkhomecare.org">jfuccione@thinkhomecare.org</a> Link to donated home care services: <a href="https://m360.thinkhomecare.org/frontend/search.aspx?cs=520">https://m360.thinkhomecare.org/frontend/search.aspx?cs=520</a> <a href="mailto:jeucline.org/frontend/search.aspx?cs=520">jeucline.org/frontend/search.aspx?cs=520</a> <a href="mailto:jeucline.org/frontend/search.aspx">jeucline.org/frontend/search.aspx?cs=520</a> <a href="mailto:jeucline.org/frontend/search.aspx">jeucline.org/frontend/search.aspx</a> ?cs=520	
REHABILITATION A	ND PHYSICAL THERAPY		
Kennedy Brothers Physical Therapy Centers	These centers are offering free physical therapy (PT) to seriously injured survivors of the Boston Marathon bombings. The centers will also waive co-pays for those for insurance. Individuals need to have a physician prescription for PT and verification that their injuries were the result of the marathon bombings.	Website: www.kennedybrospt.com Downtown Crossing: 617-542-6611 Copley Square: 617-266-2664 Needham: 781-444-1614 Braintree: 781-848-7300 Watertown: 617-924-5100 South Shore: 781-383-8001	
Massachusetts Association for Occupational Therapy (MAOT)	MAOT will receive requests for OT from those injured in the Boston Marathon bombings and identify a volunteer to provide services within Massachusetts.	Contact: Donna Caira at 781-647-5556  Email: info@maot.org  Website: www.maot.org	

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New England Rehabilitation Hospital	Provides inpatient services at Woburn, Danvers and Lowell, MA, and outpatient services at Woburn, Billerica and Framingham and Lynnfield, MA.	Contact: Sheri Purdy at 781-994-3454; Email: <a href="mailto:spurdy@5sqc.com">spurdy@5sqc.com</a> Website: <a href="mailto:spurdy@5sqc.com">www.newenglandrehab.com</a>		
The Pawsitively Strong Fund	Survivors of the Boston Marathon who have sustained a permanent physical disability are being offered assistance dogs by this Fund of NEADS/Dogs for Deaf and Disabled Americans, a Massachusetts-based nonprofit organization that places assistance dogs nationwide. Note that survivors of the marathon must provide NEADS with documentation that their permanent injuries were sustained at the Boston Marathon. The can do so by getting paperwork through the Massachusetts Attorney General's Victim Compensation Fund or the Massachusetts Office for Victim Assistance/MOVA (see first section of this list for contact information for Victim Compensation and for MOVA).	Visit www.neads.org/application to access the online NEADS application		
HOUSING				
Boston Housing Authority	Boston Housing Authority (BHA) provides assistance with government subsidized housing and can also assist individuals affected by the Boston Marathon bombings with securing HUD Public housing and Witness Relocation Vouchers or "M Vouchers" for government subsidized housing that can be used anywhere in the country.	Contact: Anthony Gilardi at 617-988-4405; Email: AnthonyGilardi@bostonhousing.org  Website: www.bostonhousing.org		
Metrolist	Metrolist (Metropolitan Housing Opportunity Clearing Center) services are available to residents of the City of Boston. They provide assistance with finding a rental apartment or purchasing a house, and provide information about how to get on a waiting list for public housing in Boston. Metrolist updates listings regularly and provides the name and address of all government subsidized apartments or houses that are available for rent or sale. They also list some non-subsidized apartments and houses.	Contact: Dion Irish at 617-635-2525; Email:  Dion.Irish@cityofboston.gov  Clearing Center: 617-635-3321  Website: www.bostonhousing.org/detpages/rservices119.html		

Organization	Description of Services	Contact Information		
MassAccess	A program of Citizen's Housing and Planning Association (CHAPA), MassAccess has an online, searchable housing database of accessible, affordable, and market rate units.	Contact: Katy Trudeau at 617-742-0820 Website: www.massaccesshousingregistry.org		
HEALTH INSURANCE				
Massachusetts Health Connector	Assists individuals and families with securing health insurance.	Website: www.mahealthconnector.org/portal/site/connector		
The Mayor's Health Line	Housed at the Boston Public Health Commission, the Mayor's Health Line provides free and confidential information and referrals to the public.  This includes assistance with securing health insurance, finding a provider or health center, finding assistance with covering medical expenses not covered by current insurance plan, and affordable prescription drugs.  Can start applications right over the phone for:  MassHealth Commonwealth Care Health Safety Net Food Assistance Child Care Assistance Children's Medical Security Plan (CMSP) Healthy Start Women, Infants and Children (WIC) Nutrition Program Substance Abuse Programs (including gambling) Women's Health Network	Phone: 617-534-5050; toll free 1-800-847-0710  Monday through Friday from 9:00am to 5:00pm		
Blue Cross Blue Shield	<ul> <li>Home care services for elders</li> <li>Vocational rehabilitation services</li> <li>Veteran's Services (Local and Soldier's Homes)</li> <li>Will consider waiving co-pays for Boston Marathon bombing survivors on a case-by-case basis.</li> </ul>	Call the number on the back of your individual membership card		

Organization	Description of Services	Contact Information		
ADVOCACY AND INFORMATION ON HEALTHCARE, INSURANCE, SOCIAL SECURITY AND DISABILITY				
Patient Advocate Foundation	A 17-year old national nonprofit organization that provides expert advocacy for individuals to navigate the healthcare system, including working with providers and insurers. The organization has set up a hotline for Boston Marathon and West Texas survivors. You will be assigned a dedicated case manager to help you with your current and future needs.	Phone: 1-800-532-5274; after selecting language preference press 2  Website: www.patientadvocate.org		
Disability Law Center of Massachusetts	The Disability Law Center is the Protection and Advocacy agency for Massachusetts. DLC is a private, non-profit organization responsible for providing protection and advocacy for the rights of Massachusetts residents with disabilities. DLC receives federal, state and private funding but is not part of the state or federal government.	Phone: 1-800-872-9992 Website: www.dlc-ma.org		
New England Index	A blog that provides information for persons with disabilities in Massachusetts that also has a provider directory and other resources.	Website: www.disabilityinfo.org		