

# North East Public Health Alliance

May 13th, 2024 Meeting Minutes

11:00 am -1pm EST

In-person: 1009 Main Street, Tewksbury MA

## **Voting members in attendance:**

Kristel Bennett, Billerica  
Sue Rosa, Chelmsford  
Shannon Gillis, Tewksbury  
Kerri Oun, Tyngsborough

## **Non-voting members in attendance:**

Shelagh Collins, Billerica  
Cynthia Baker, BME Strategies  
Darcy Beall, Chelmsford  
Donna Greenwood, Chelmsford  
Arielle Castro, Regional Inspector  
Siobhan LaFreniere, Regional Public Health Specialist  
Ashley Pavlakos, Regional Public Health Nurse

## **Opening**

The regular meeting of the NorthEast Public Health Alliance was called to order by Cynthia Baker at 11:04AM on May 13th, 2024.

### **I. Welcome**

#### Approval of April meeting minutes

Shannon Gillis made a motion to approve the previous meeting minutes. Sue Rosa seconded the motion.

**Billerica:** Y

**Chelmsford:** Y

**Tewksbury:** Y

**Tyngsborough:** Y

*Motion passes.*

### **II. Announcements and Reminders**

BME provided an overview of upcoming training opportunities, including the MEHA Annual Seminar, remaining fiscal year 2024 in-person Certified Pool Officer training through Pool Operations Management, an upcoming Racial Equity 101 training hosted

# North East Public Health Alliance

May 13th, 2024 Meeting Minutes

by Health Resources in Action, and Title 5 System Inspector training. The coalition also reviewed the updated 3 year PE contract cycle for FY25-FY27 and discussed altering the coalition's dedicated work plan and budget meeting as there is a tobacco control coalition meeting that conflicts with the previously booked date of 5/23. The group discussed rescheduling for May 21st; BME will send some times for the coalition to consider with a firm decision point due by Thursday, 5/16 to ensure the meeting is posted in a timely fashion.

### III. Shared Services Coordinator Discussion

The coalition revisited whether to hire a FTE Shared Services Coordinator or retain BME as a contractor in the role. The group reviewed clarified guidance from DPH stating they are able to submit a contractor waiver but recommend hiring a FTE for the role in the future. Participants acknowledged a preference to continue with BME, but ensure sufficient margin to reevaluate given any future changes to the contract, budget, or sustainability concerns.

Sue Rosa made a motion to retain BME as Shared Services Coordinator for the FY25-FY27 contract cycle provided the coalition re-reviews annually to discuss any changes in DPH guidance. Shannon Gillis seconded the motion.

**Billerica:** Y

**Chelmsford:** Y

**Tewksbury:** Y

**Tyngsborough:** Y

*Motion passes.*

### IV. Fiscal Overview and EOY Opportunities

#### a. Current State

The coalition reviewed PHE expenditure through the last quarterly report submitted to OLRH. BME presented the FY24 remainder which totals \$252,976.29 in unspent funds as of 4/30. BME projected close to \$90k of the remainder is already allocated to Q4 salaries and fringe, BME shared services coordination, and the admin support line item, leaving \$165,548.97 unallocated. Of the remainder, BME projects between \$50-100k to be utilized for digitization, pending review of vendor proposals. These projections also do

# North East Public Health Alliance

May 13th, 2024 Meeting Minutes

not include supplies already procured for the coalition's most recent hire, or spending requests that were approved but have not yet been purchased, such as the trail kiosks or slip-resistant shoes for inspectors.

The coalition reviewed a compilation of supplies to support coalition capacity broken down by budget line item with approximate costs per item (Technology Hardware, Inspection Supplies, Nursing Supplies, Health Communications, etc). BME will circulate this list for coalition review and selection of items to vote on at the FY25 work plan and budget meeting. The coalition discussed several other items of potential interest, including sharps containers.

Kristel initiated a discussion regarding the opportunity to purchase a noise meter for regional use. BME presented an option from Grainger, and discussed the DEP recommended model which can cost up to \$6,000 with an \$800 calibration fee. The group expressed interest in applying to DPH for approval to share the DEP-recommended model and coordinate DEP-sponsored training for inspectional staff. Billerica offered to house the regional noise meter if approved.

Kristel Bennett made a motion to apply for OLRH approval to purchase the DEP-recommended noise meter and request PHE grant-funded coverage for the annual calibration fee. Kerri Oun seconded the motion.

**Billerica:** Y

**Chelmsford:** Y

**Tewksbury:** Y

**Tyngsborough:** Y

*Motion passes.*

The coalition discussed leveraging EOY funds to procure uniforms for staff. BME presented some options for outerwear and headwear that fall under the \$250 cap per employee. BME will send the coalition further options for review and include these items in the next meeting during the final vote on FY24 procurement.

# North East Public Health Alliance

May 13th, 2024 Meeting Minutes

## b. Digitization

BME presented an overview of project progress to date. Vendor proposals are due EOD Monday, May 13th, and Cynthia Baker will connect with Tyngsborough procurement to coordinate review of the proposals. The group discussed allocating a maximum threshold to the project in light of remaining unspent FY24 funds.

Shannon Gillis made a motion to allocate up to \$100,000 in FY24 PHE funds towards digitization pending review of vendor proposals. Kristel Bennett seconded the motion.

**Billerica:** Y

**Chelmsford:** Y

**Tewksbury:** Y

**Tyngsborough:** Y

*Motion passes.*

## c. EOY Opportunities

The coalition revisited line items in the FY24 budget to target for spending down remaining funds, including Health Communications, Nursing Supplies, and Inspection Supplies. BME cited the Community Resource Guide currently in development as an opportunity to leverage the group's translation service, and advertised the possibility of translating additional health department documents and fliers to support non-English speaking residents throughout the coalition.

## V. **Community Resource Guide Planning**

The Regional Public Health Specialist facilitated review of an initial draft of the NEPHA Community Resource Guide. The coalition reviewed the Table of Contents and discussed leveraging internal and external collaborators to strengthen the range of organizations and topic areas to feature. The group also highlighted the importance of direct outreach to community partners. The Regional Public Health Specialist will provide each community with a digital copy of the draft guide for additional feedback and recommendations for community contacts.

## VI. **FY25 Work Timeline**

The coalition reviewed key dates for submission of FY25 engagement materials as

# North East Public Health Alliance

May 13th, 2024 Meeting Minutes

follows:

May 14th: FY25 Work Plan Package Release

May 15th: PHE Grantee Monthly Meeting

June 14th: FY25 Work Plan & Budget Due Date to OLRH

June 17th -June 28th: Work Plan & Budget Review and Response Period

July 15th: Final Approved Work Plan & Budget Due

## VII. SME Documentation Review

The coalition reviewed the group's results from the DPH SME review of NEPHA food protection and housing backup documentation. The coalition outlined several questions for follow-up to the SMEs to clarify their feedback. BME will reach out to both SMEs on the coalition's behalf. The group also discussed customization of inspectional software to incorporate additional detail into the template for inspections to better reflect SME guidance.

## VIII. Community Updates

Chelmsford shared updates on their health department's blood pressure screenings, the regionally-supported cholesterol clinic, Sober Karaoke, Narcan trainings, caregiver support sessions, depression & anxiety group, bimonthly walking group, and an upcoming speaker series for LGBTQIA+ youth. Tewksbury is hosting a health fair on June 7th, and Billerica is hosting an upcoming carnival.

## IX. Adjournment

The next NEPHA monthly meeting will either be held on Monday June 10th or Wednesday June 12th. BME will collate times to share for both dates. The host will be determined based on meeting date and time.

Shannon Gillis made a motion to adjourn the meeting. Sue Rosa seconded the motion.

**Billerica:** Y

**Chelmsford:** Y

**Tewksbury:** Y

**Tyngsborough:** Y

*Motion passes.*

# North East Public Health Alliance

May 13th, 2024 Meeting Minutes

The meeting adjourned at 1:32 PM.

**Documents and exhibits used by the public body in the meeting:**

NEPHA April Coalition Meeting Presentation

Community Resource Guide Draft

NEPHA FY24 Supply List

# NEPHA Coalition Meeting



**May 13th, 2024**



BME STRATEGIES

# Meeting Opening

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# Agenda

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- I. Meeting Opening**
- II. Announcements & Reminders**
- III. Shared Services Coordinator Discussion**
- IV. Fiscal Overview and EOY Opportunities**
- V. Community Resource Guide Planning**
- VI. FY25 Work Plan Timeline**
- VII. SME Documentation Review**
- VIII. Community Updates**
- IX. Adjournment**

# Approval of April 2024 meeting minutes

# Announcements & Reminders

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## Annual MEHA Seminar

Wednesday, 5/22 8AM-3:30PM  
Firefly's BBQ in Marlborough, MA

### Topics

- Food inspection reports
- Opioid abatement funds
- Tobacco control
- Trauma-informed care
- Food safety



**Registration deadline: TODAY Monday, May 13th**

# Announcements & Reminders

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## Final CPO Training Opportunities for FY24!

May 18-19, 2024	Lowell, MA
June 12-13, 2024	Norwood, MA

Early Bird Rate:  
**\$380**  
Late Registration:  
**\$405**

# Announcements & Reminders

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## **Health Resources in Action Racial Equity Training 101**

June 3rd @ 10AM-1PM

## **Title 5 System Inspector Certification**

July 12 & 15, 2024 9AM-12PM (virtual)

July 31, 2024 10AM or 1PM (in person exam)

# Announcements & Reminders

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All PHE groups signing 3-year contracts for FY25-FY27

- Contracts will be level-funded annually at our current budget amount (\$466k)
  - Submitted documentation last week

FY25 work plan & budget template to be released this week

- NEPHA work planning session: May 23rd (update timing)

# Announcements & Reminders

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## **\*\*Internal Deadline\*\***

NEPHA Capacity Self-Assessment is due Friday, May 17th!

*Please reach out if you have any questions about the assessment!*

# Shared Services Coordinator

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# Fiscal Overview & EOY Opportunities

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- Current State
- Digitization
- EOY Opportunities

# Fiscal Overview & EOY Opportunities



46% of FY24 Total

\$466,656.23

## Current State

- \$252,976.29 in unspent funds as of 4/30
- Anticipate close to \$90,000 of that remainder is allocated
  - (Q4 salaries + fringe, BME, admin line item)
- \$162,548.97 remaining
  - Does **not** account for:
    - Digitization (\$50-100k?) - in the works
    - Supplies spent on recent new hire!
    - Approved spending requests (kiosks, slip-resistant boots)

# Fiscal Overview & EOY Opportunities

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## Digitization

- Vendor proposals due today, May 13th at 5PM
- Will submit PHE budget revision request pending selected vendor proposal, adherence to timeline (June 30th, 2024)

**Decision Point:**  
Spending threshold for  
digitization proposals

# Fiscal Overview & EOY Opportunities

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- **Health Communication**

- Translation of health department documents, fliers, advertisements
  - Sober Karaoke, Narcan training
  - Community Resource Guide\*

- **Nursing Supplies**

- Regional vaccine clinic planning

- **Inspection Supplies**

- Restock for pool season, support for camp inspections?

# Community Resource Guide Planning

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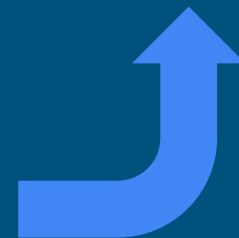
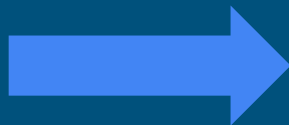
## Session Goals

- Review Table of Contents draft
- Brainstorm:
  - How do you see this resource guide helping your community?
  - What languages would be best for your community?
  - Other thoughts & suggestions

# Community Resource Guide Planning

## Distribution

- PDF format (digital)
- Live web format (hosted on NEPHA website, others?)
- Printed version
- Condensed format with hotline and QR code for community handouts



# FY25 Work Plan Timeline

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**May 14th:** FY25 Work Plan Package Release

**May 15th:** PHE Grantee Monthly Meeting

**June 14th:** FY25 Work Plan & Budget Due Date to OLRH

**June 17th -June 28th:** Work Plan & Budget Review and Response Period

**July 15th:** Final Approved Work Plan & Budget Due

## Resources & Support Options:

Drop-in Office Hours: Weeks of 5/20, 5/27, 6/3

HRiA Health Equity Collaborative Sessions: 5/28, 5/30, 6/4

# SME Documentation Review

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- Food Protection Crosswalk
- Housing Documentation Review



# SME Documentation Review

Routine Food Establishment & School Inspection	Billerica	Chelmsford	Tewksbury	Tyngsborough
Temp food and equipment	Y	N	Y	Y
Note whether sanitizer is onsite	N	Y	Y	Y
Note which types of food and equipment are temped	N	N	N	Y
Test quality of sanitizer	N	N	N	Y
Notate inspector time in and time out	N	N	N	Y
Record owner's name and contact information	N	Y	Y	Y
Note repeat violations or specific follow-up on inspection form	N	N	Y	N
Check off all boxes in inspection report (even if in compliance)	Y	N	Y	Y
Completion of 2 routine inspections per year (from sample inspections)	N	N	N	N
Frozen Food Dessert	Billerica	Chelmsford	Tewksbury	Tyngsborough
Lab reports completed monthly	N/A	Y	Y	N
Variances and Plan Reviews	Billerica	Chelmsford	Tewksbury	Tyngsborough
Approval/rejection letters are adequate	Y	Y	Y	N/A
Plan review checklist for inspections	Y	N	N	N
Preoperational requirements list	Y	N	N	N
HACCP Plan	Billerica	Chelmsford	Tewksbury	Tyngsborough
Includes employee training logs and attestation	N	N	N	N
Includes pH meter reading	N	N	N/A	N
Includes letter verifying the source of fish	N	N/A	N/A	N
Includes log of parasite destruction	N	N/A	N/A	N
Checked acidification of rice	N	N	N/A	N

# SME Documentation Review

## Housing Review

- Explicitly identify conditions deemed to endanger or impair health or safety if violation remains 5 days after the owner is notified
- Ensure inspection reports are signed
- Identify violations by regulatory citation (specific provisions of 105 CMR 410.00 or similar)
- Orders to Correct must state which specific violations are deemed by BOH to justify finding unfit
- Orders to Correct should be sent in a timely manner
- Orders to Correct should explicitly state that re-inspection is required
- Orders to Correct must advise the owner that conditions exist that may allow the occupant to exercise their legal rights

# Community Updates

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# Meeting Adjournment

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## Next Meeting

**\*\*reschedule request\*\***

Proposed date:

Monday, June 10th

11AM-1PM

## **Regional Community Resource Guide Rough Draft**

Prepared by the North East Public Health Coalition Regional Public Health Specialist

Inclusion in this roster does not constitute an official endorsement by the NorthEast Public Health Coalition, and it is important to note that the list may not encompass all available resources, as programs often undergo revisions. The resources featured herein are diligently updated on an bi-annual basis to the best of our capacity.

For inquiries regarding an updated version, reporting of outdated information, or seeking additional assistance, please feel free to reach out to the Regional Public Health Specialist at [slafreniere@tewksbury-ma.gov](mailto:slafreniere@tewksbury-ma.gov).

DRAFT

## Table of Content

- **Emergency/Crisis Hotlines\*\***
- **Animals**
  - Animal Control
  - Low Cost Veterinary Services
  - Pet Food Assistance
  - Temporary Housing
- **Children/Teen**
  - Activities
  - Educational Support
- **Disability Services**
  - Activities
  - Equipment
  - Services
- **Domestic Violence**
- **Education Services**
  - English Language Learning
  - Adult Learning
- **Elders and Aging Services**
- **Employment**
- **Food**
  - Food Pantries
  - Food Benefits
- **Health Insurance**
- **Housing**
  - Housing Insecurity
  - Necessities
    - Clothing
    - Household Goods
  - Financial Housing Assistance
  - Utility Assistance
  - Hoarding
    - Resources
    - Services
- **Immigrants, Refugees, Asylum, Seekers**
  - Shelters
  - Resources
- **LGBTQIA+**
- **Local Health Departments**
  - Community Outreach Workers
  - Nurses
- **Mental Health Support**

- Inpatient Services
- Outpatient Services
- Clubhouses
- Youth Support
- Support Groups
- **Parenting Support**
  - Childcare Resources
  - Prenatal Support
  - Postpartum Support
  - Support Groups
- **Substance Use Disorder Support**
  - Alcoholics Anonymous Meetings
  - Inpatient Programs
  - Outpatient Programs
  - Medication for Opioid Use Disorder
  - Sober Housing
  - Programs
  - Support Groups
- **Transportation**
- **VA Services**

#### **Tabel of Content Add ons?**

- Faith Based Organizations
- Charitable Organizations??
- Legal Aid
- Parenting resources
- Police Department contacts
- Town Prevention Program Coordinator

#### **Sample Resource Entry Format(s)**

Content Area (use one of the Header Formats)

Resource/Organization/Hotline Name (with hyperlink to website where available)

- Brief Description of Relevance/Use Case (1-2 sentences; you can usually find helpful mission/descriptive language on the org website)
- *Sample Blurb: The Trevor Project provides suicide prevention and crisis intervention, information, and 24/7 support for LGBTQ+ young people.*
- Phone Number (specify purpose of the line provided if needed; ex., Crisis Hotline vs. Enrollment Hotline)
- Physical Address (if applicable)
- Referral Name/Title (if applicable) or Phone Menu Option for preferred service

- **Emergency/Crisis Hotlines (24/7)\*\*\***

- Medical Emergencies- 911
- MA Substance Use Help Line- Call: 800-327-5050 or text: HOPE to 800327
- MA Behavioral Health Help Line Call or text: 833-773-2445
- Lowell Emergency Psychiatric Service 24-hour Crisis Team: 978-455-3397
- Vinfen Mobile Crisis Children, Youth, and Adults in Crisis or in Need of Support
  - 24-hr Crisis Line: 866-388-2242
- 988 Suicide and Crisis Line
  - Call or Text 988
  - Call: 1-800-273-TALK (8255)
- Trevor Project (Crisis intervention and suicide prevention Hotline for LGBTQA youth) - 1-866-488-7386
- LGBTQIA+ National Help Center Hotline & Online Programs National Hotline (for all ages): 888-843-4564
- Safelink(Domestic/dating violence)- 1-877-521-2601
- Disaster Distress Helpline for Spanish Speakers
  - 800-985-5990 and press “2”
  - Text Háblanos to 66746
- Boston Area Rape Crisis Center: 1-800-841-8371
- Veterans Crisis Line Call: 1-800-273-8255, press 1. Text 838255
- MA Poison Control Center Call: 800-222-1222

- **Animals**

- **Animal Control**
  - Billerica & Tewksbury- 978-215-9639
  - Chelmsford & Tyngsboro- 978-256-0754
- **Low Cost Animal Services**
  - Billerica Cat Care Coalition
    - <https://www.billericacatcarecoalition.org/>
  - MSPCA Angell Methuen (978-687-7453)
    - <https://www.mspca.org/>
- **Pet Food Assistance**
  - Lowell Humane Society- 978-452-7781
    - Pet Food Pantry
- **Temporary Housing**
  - Temporary Pet Housing Initiative
    - <https://www.arlboston.org/temporarypethousing/>

- **Children/Teen Activities**

- **Activities**
  - Town Recreation Departments
    - Billerica- 978-671-0921



- [Billerica Recreation Department: Programs Programs \(myrec.com\)](#)
- Chelmsford- 978-251-5151
  - [Chelmsford Community Education: Programs Programs & Memberships \(myrec.com\)](#)
- Tewksbury- 978-640-4300 ext 213
  - [Recreation Resources | Tewksbury, MA \(tewksbury-ma.gov\)](#)
- Tyngsboro- 978-649-2300
  - [Recreation & Parks | Tyngsborough, MA \(tyngsboroughma.gov\)](#)
- **Town Libraries**
  - Billerica- 978-671-0948
    - <https://billericalibrary.org/>
  - Chelmsford- 978-256-5521
    - <https://www.chelmsfordlibrary.org/>
  - Tewksbury- 978-640-4490
    - <https://www.tewksburypl.org/>
  - Tyngsboro- 978-649-7361
    - <https://www.tynglib.org/>
- Big Brothers Big Sisters of Greater Lowell
  - <https://www.commteam.org/wp-content/uploads/2013/08/Big-Brother-Big-Sister-Child-Application.pdf>
- YMCA
  - Child care, youth programs, camp, and more!
  - [Greater Lowell YMCA | Welcome to the Y \(978-454-7852\)](#)
  - [YMCA of Greater Nashua \(nmymca.org\) \(603-882-2011\)](#)
- **Education Support**
  - CTI EARLY HEAD START 978-454-5100
  - DCF Greater Lowell Area Office 978-275-6800 (2 Omni Way, Chelmsford, MA 01824)
- **Clothing**
  - The Wish Project- 866-947-4360166 Middlesex Street North Chelmsford MA
- **Disability Services**
  - **Activities**
    - Billerica Recreation Department Adaptive Programs
      - [Billerica Recreation Department: Programs Programs \(myrec.com\)](#)
    - IronStone Farm- 978-475-4056
      - <https://ironstonefarm.org/ironstone-therapy>
  - **Equipment**
    - Equipment, Inc.- 508-713-9690
      - Free, refurbished durable medical equipment
      - PO Box 2068 Woburn, MA 01888 (Note: mail only)

- <https://dmereuse.org/>
  - Hospital Equipment Loan Program (H.E.L.P) (781) 322-1052
    - Program administered by the Freemasons, located in Woburn and Wilmington. Offers medical equipment for home use as long term loans.
    - <https://smd-help.org/>
- **Services (Rearrange subcategory)**
  - Northeast Independent Living Program (NILP)
    - NILP is a peer-run Independent Living Center providing advocacy and services to people with all disabilities who wish to live independently in the community.
    - 20 Ballard Rd, Lawrence, MA 01843
    - <https://www.nilp.org/>
  - Massachusetts Rehabilitation Commission (MRC)-978-458-4544
    - 55 Technology Drive, 2nd floor, Lowell, MA 01851
    - MRC provides services that break down barriers and empower people with disabilities to live life on their own terms. Our programs focus on training and employment, community living, and disability determination for federal benefit programs.
    - <https://www.mass.gov/locations/mrc-lowell>
  - Social Security disability benefits (800) 772-1213
    - For deaf or hard of hearing (800) 325-0778
    - Apply for benefits online or by phone
    - <https://www.ssa.gov/ssi>
  - Community Teamwork's Home Modification Loan program (978) 654-5741
    - Income eligible homeowners can borrow up to \$50,000 in a deferred payment 0% loan, for home modifications to accommodate an elderly or disabled resident.
    - <https://www.commteam.org/program/home-modification-loans/>
- **Domestic Violence**
  - The Center for Hope and Healing Inc.- 978-452-7721
    - 15 Hurd St. Lowell, MA 01852
    - <https://chhinc.org/>
  - REACH Beyond Domestic Violence-781-891-0724 (Waltham, MA)
    - Emergency Shelter (Waltham, MA)
    - Hotline: 800-899-4000
    - <https://ywcanema.org/>
  - YWCA Northeastern Massachusetts- 978-687-0331
    - Emergency Shelter
    - 38 Lawrence Street Lawrence, MA 01840
    - <https://ywcanema.org/>
- **Education Services**

- **English Language**
- **Adult Learning**
  - Massachusetts Adult Literacy Hotline- 1-800-447-8844.
- **Elders and Aging Services**
  - **Elder Abuse Hotline-** 1-800-922-2275
  - **Councils On Aging-**
    - Billerica 978-671-0916
    - Chelmsford 978-251-0533
    - Tewksbury 978-640-4480
    - Tyngsboro 978-649-9211
  - AgeSpan- 800-892-0890
    - 280 Merrimack St., Suite 400, Lawrence, MA 01843
    - Meals on Wheels
  - Senior Legal Helpline: 800-342-5297
  - SHINE (Serving the Health Insurance Needs of Everyone) - 800-243-4636  
(press 3 to leave message, you will receive call back within 2 days)
    - Program provides free health insurance information and counseling to all Massachusetts residents with Medicare and their caregivers.
- **Employment**
  - MassHire Lowell Career Center- 978-458-2503
    - 107 Merrimack Street Lowell, MA 01852
  - MassHire Metro North Career Center- 781-932-5500
    - 100 Tradecenter Drive, suite g-100, Woburn, MA 01801
  - VIP Employment- 978-298-4469
    - 1501 Main Street, Unit 22 Tewksbury MA 01876
  - Merit Staffing- 978-640-6868
    - 500 Clark Rd, Tewksbury, MA 01876
  - Merrimack Valley Work Opportunities-603-560-7961
    - <https://workopportunities.net/locations/massachusetts/merrimack-valley-massachusetts/page/5/>
  - Merrimack Valley Workforce
    - <https://www.mass.gov/info-details/merrimack-valley-workforce-area>
  - Massachusetts Rehabilitation Commission (MRC)
    - The MRC houses the state's Vocational Rehabilitation (VR) program, and helps people with disabilities find and keep employment.
    - <https://www.mass.gov/vocational-rehabilitation>
- **Food and Benefits**
  - Food Source Hotline- 1-800-645-8333
  - Project Bread Food Source - 800-645-8333 (TTY 800-377-1292)
    - Hotline counselors refer callers to food resources in their community.
  - **Food Pantries**
    - Chelmsford Food Pantry 978-746-6914
    - 50 Rear Billerica Road, Chelmsford, MA- In Beige Trailer

- Billerica Community Panty- 978-357-7560
  - 67 Alexander Rd, Billerica, MA 01821
  - Tewksbury Community Pantry-978-858-2273
  - 999 Whipple Road, Tewksbury, MA 01876
  - Merrimack Valley Food Pantry- 978-454-7272
  - 1703 Middlesex St, Lowell, MA 01851
  - Open Pantry of Greater Lowell- 978-453-6693
  - 13 Hurd Street, Lowell, MA 01852
  - Grace Lutheran Food Pantry- 603-888-7579
  - 130 Spit Brook Road Nashua, NH 03062
- **Food Assistance Programs**
  - Department of Transitional Services- 978-446-2400
    - Lowell Office: 131 Davidson St, Lowell, MA 01852
    - Apply online for SNAP and EBT-  
<https://dtaconnect.eohhs.mass.gov/>
- **Health Insurance Support**
  - MassHealth
    - MassHealth is the state Medicaid program. It serves people with limited income or disabilities.
    - <https://www.mass.gov/orgs/masshealth>
  - Medicare
    - Medicare is a federal health insurance plan for seniors and people with disabilities.
    - <https://www.medicare.gov/>
  - Supporting the Health Care Needs of Everyone (SHINE)
    - Providing free health insurance information and assistance for Medicare eligible adults and their caregivers.
    - <https://www.mass.gov/info-details/serving-the-health-insurance-needs-of-everyone-shine-program>
  - Health Care For All
    - Health Care for All is a free resource that can answer questions about and troubleshoot issues with health insurance in Massachusetts, especially MassHealth.
    - <https://hcfama.org/>
- **Housing**
  - **Financial Housing and Utility Assistance**
    - Fuel Assistance (LIHEAP) Center-978-459-6161
    - Community TeamWork Lowell
      - Debra Hill- (978) 941-3659
      - Appliance Management Program (AMP) Services, Heating System Weatherization Repair and Replacement Program (HEARTWAP), Weatherization and Conservation
    - Catherine Tammany- 978-654-5741

- CTI Coordinator Home Modification Loan Programs
- Lowell Corps- (978-458-3396)
  - The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance. See website for more details (<http://www.magoodneighbor.org/assistance.html>)
- Residential Assistance For Families In Transition (RAFT)- 978-459-0551
- **Hoarding**
- **Household Goods**
  - Project Home Again
    - Project Home Again furnishes the homes of people in need, free of charge.
    - 123 Tewksbury Street, Andover, MA 01810
    - <https://www.phama.org/about-us/contact-us/>
- **Housing Insecurity**
  - Massachusetts 211
    - Mass 2-1-1 is an information and referral service that specializes in helping people meet their basic needs, like finding emergency shelter and transitional housing programs.
    - Dial 2-1-1
    - <https://mass211.org/>
  - Massachusetts Emergency Shelter Department of Housing and Community Development- 866-584-0653
    - Emergency shelter, Emergency housing assistance, and Housing supports
  - CTI Youth Services Lowell MA- (978) 905-7385
    - Emergency Housing, variety of housing pathways to support in stabilization, and a day center to support young people to access basic needs and supportive services.
- **Home repair and improvement**
- **Immigrants, Refugees, Asylum Seekers**
- **Legal Aid**
- **LGBTQIA+ Resources**
  - LGBTQIA+ National Help Center Hotline & Online Programs
    - Free confidential peer-support, local resources, and much more provided to everyone from young people to seniors.
    - National Hotline: 888-843-4564, all ages
    - Youth Hotline: 800-246-7743, age 25 max
    - Senior Hotline: 888-234-7243, age 50+
  - National Coming Out Support Hotline
    - Call: 888-OUT-LGBT (888-688-5428), all ages

- LGBT National Help Center Lesbian, Gay, Bisexual Transgender Near Me The largest collection of resources <https://www.lgbtnearme.org/>
- The Trevor Project World's largest suicide and crisis intervention for young LGBTQ lives.
  - Call: 1-866-488-7386
  - Text START to 678678
- **Local Health Departments**
  - Community Outreach Workers
  - Nurses
- **Mental Health Support**
  - **Need Immediate Help in a Mental Health Crisis?** Dial or text 988 if you or someone you know is having thoughts of suicide or experiencing a mental health crisis and get connected to a trained crisis counselor 24 hours a day, 7 days a week. Your crisis counselor will work to ensure that you feel safe and help identify options and information about mental health services in your area.
  - **Counseling Services**
    - Blue Square Counseling and Wellness Center (Billerica, MA)
      - <https://bluesquarecounseling.com/>
    - Rooted Counseling Services (WEstford, MA)
      - <https://www.rootedcounselingservices.com/>
    - Lahey Behavioral Services (Tewksbury, MA)
      - 978-259-4642
    - Institute For Health and Recovery (Lowell, MA)
      - <https://www.healthrecovery.org/>
  - **Community Behavioral Health Centers**
    - Vinfen- 866-388-2242
      - 391 Varnum Ave, Lowell, MA 08154
      - <https://vinfen.org/services/cbhc/>
    - Advocates:Waltham- 800-540-5806
      - 675 Main Street, Waltham, MA 02452
      - <https://advocates.org/services/cbhc>
  - **Behavioral Health Urgent Care Sites**
    - More about Behavioral Health Urgent care
      - <https://www.mass.gov/info-details/behavioral-health-urgent-care>
    - Metrowest Behavioral Health Center- 978-264-3500
      - 360 Massachusetts Avenue, Suite 103, Acton, MA 01720
    - The Edinburg Center- 781-761-5171
      - 205 Burlington Road, Bedford, MA 01730
      - Ages 18+
    - Eliot Human Services- 978-369-1113
      - 86 Baker Avenue, Extension 100, Concord, MA 01742
    - Northeast Health Services- 978-690-3113
      - 59 Lowes Way, Lowell, MA 01851
    - Trinity Care Associates- 508-663-3859

- 100 Merrimack Street, Lowell, MA 01852
  - Northeast Health Services- 508-663-3859
    - 50 Tower Office Park, Woburn, MA 01801
- **Clubhouses**
  - A Clubhouse is a community-based service dedicated to supporting and empowering people living with mental illness, known as Clubhouse members.
  - Renaissance Club (Lowell, MA)
    - 978-454-7944
    - <https://renaissanceclublowell.org/about-us/>
  - Charles Webster Potter Place (Waltham, MA)
    - 187-894-5302
    - <https://www.edinburgcenter.org/charles-webster-potter-place/>
- **Support Groups**
  - NAMI MAAssachusetts (multiple online support groups)
    - <https://namimass.org/peer/>
- **Youth Support**
  - YouthQuake
    - Drop in center
    - Young adults can receive support for housing, education, attend events, and access support for managing their mental health without the need for a referral.
    - 167 Dutton Street, Floor 3 Lowell, Massachusetts 01852
  - Youth Mental Health First Aid Training
    - Reach out to [slafreneire@tewksbury-ma.gov](mailto:slafreneire@tewksbury-ma.gov) for class offerings.
- **Parenting Support**
  - Lowell Young Parent Support Program- Kristal Marquez 774-504-4334 (227 Chelmsford St, Suite 13C Chelmsford MA 01824
  - CTI EARLY HEAD START 978-454-5100
  - **Childcare**
    - MA Child Care Resources and Referral Hotline
      - <https://machildcareresourcesonline.org/>
    - Department of Transitional Assistance
      - Childcare vouchers available for clients receiving TAFDC or participating in SNAP Path-toWork.
      - <https://www.mass.gov/service-details/getchildcare-andtransportation-hel>
- **Substance Use Disorder Support**
  - **Alcoholics Anonymous Meetings**
    - Search Boston AA Meetings <http://www.aabosmeetings.org/search.aspx>
    - Alcoholics Anonymous [www.aa.org](http://www.aa.org)
  - **Inpatient/Residential Treatments for Substance Use Disorders**



- Megan's House Female, ages 18-26 32 Berry Road, Lowell Residential treatment substance use as primary disorders. 26 beds total. Call 978-455-6973 for availability.
- Erin's House Female, 8 beds 58 Gumpus Road, Dracut Call 978-606-9908 for availability.
- Lowell Strive Male, ages 16-21 785 Merrimack Street, Lowell Must be committed to the Department of Youth Services. 12 beds total. Call 978-454-3006 for availability.
- Lowell House Addiction Treatment and Recovery Male and female. Call: 978-459-8656
- **Intensive Outpatient Program (IOP) and Structured Outpatient Addiction Program (SOAP)**
  - Lowell House Addiction Treatment & Recovery SOAP 101 Jackson Street, 4th Floor, Lowell Call: 978-459-8656
  - Trinity Care Associates 100 Merrimack Street, Suite 205, Lowell Call: 978-455-0756
  - Emerson Hospital Addiction Services Call: 978-287-3520
- **Outpatient Treatment**
  - Column Health 77 East Merrimack Street, Lowell Call: 339-368-7696
  - Institute for Health and Recovery Inc. 97 Central Street, Unit 207, Lowell Call: 617-661-3991
  - Lowell Community Health Center Inc. 161 Jackson Street, Lowell Call: 978-937-9700, Ext. 6730
  - CleanSlate Centers Tewksbury, MA Call: 781-348-9041
- **Medication for Opioid Use Disorders**
  - Elm Tree Clinic 12 Wood Street #2, Lowell Call: 978-341-4144
  - Lowell General's Bridge Clinic 33 Bartlett Street, Suite 108, Lowell Call: 978-934-8494
- **Sober Housing**
  - Lowell House Inc. (Multiple Locations)- 978-459-8656
  - A New Life Sober Living
    - Male
    - 413-977-9726
    - 841 Bridge Street, Lowell
  - Rise Above Lowell
    - Female
    - 978-490-0215
    - 111 Chestnut Street, Lowell
  - Carl's Place
    - Male
    - 978-328-4051
    - 35 Burns Street, Lowell
  - Erin's House
    - Females



- 978-606-9908
  - 58 Gumpus Road, Dracut
- Freddy's House
  - Males
  - 978-967-5340
  - 612 Bridge Street, Lowell
- Paul's Place
  - Males
  - 978-967-5340
  - 12 Nesmith Street, Lowell
- Hanover House
  - Males
  - 978-459-8656, Ext. 143
  - 200 Moody Street, Lowell
- Middlesex Recovery, P.C. (MAT)
  - Accepts MassHealth
  - Chelmsford
  - 978-455-0807
- Living House
  - Male
  - 978-656-188
  - 174-176 Crosby Street, Lowell
- Saving Grace
  - Female
  - 978-656-188
  - 65 Harvard Street, Lowell
- Stepping Stones Sober House
  - Male
  - 800-947-2443
  - 233 Appleton Street, Lowell
- Sober House Directory <http://www.soberhousedirectory.com/>
- **Youth Support**
  - Youth Withdrawal Management & Stabilization
    - MYR-Motivating Youth Recovery Male and female, ages 13-18 26 Queen Street, Worcester Call: 508-860-1244
  - Youth & Young Adult Residential Programs
    - Goodwin House Male, ages 13-17 187 Fairview Avenue, Chicopee, MA Call: 413-316-1645
    - STEPS Lowell House Addiction and Recovery Gender-inclusive, ages 13-17 Reading, MA Call: 978-459-8656
    - Cornerstone Recovery Female, ages: 16-25 59 South Street, Ware, MA Call: 413-758-4050, Ext. 680
    - Grit House Male, ages 18-26 Springfield, MA Call: 844-MHA-WELL

- Pegasus House Drug & Alcohol Treatment Centers and Resources Female, ages 18-25 482 Lowell Street, Lawrence Call: 978-687-4257
- **Family Support Groups**
  - Families Anonymous [www.familiesanonymous.org](http://www.familiesanonymous.org)
  - Handhold-Guiding your child's mental health journey [www.handholdma.org](http://www.handholdma.org)
- **Programs & Other Anonymous Support Groups**
  - Recovery Café 20 Williams Street, Lowell Call: 978-677-6087
  - The Bridge Club of Greater Lowell 33 East Merrimack Street, Lowell Call: 978-454-6191
- **Transportation**
  - Lowell Regional Transit Authority- (978) 452-6161
  - Road Runner ADA Paratransit- (978) 459-0152
  - Chelmsford Ride- 978-654-9245
    - <https://docs.google.com/document/d/1Gz-bcH1BPU5ncBUXPPpHuwL4VicCqCyC/edit#heading=h.qjdgxs>
- **VA Services**
  - Tewksbury Veteran Service Officer- Lisa Downey- 978-640-4485
  - Chelmsford Veteran Services
    - Regina Jackson (Director of Veterans Services)- 978-250-5238 (option 1)
    - Amy Bronkema (Veterans Services Assistant)- 978-250-5238 (option 2)
  - Billerica Veteran Services-Donnie Jarvis- 978-671-0968
  - Tyngsboro Veterans Agent- Chris Dery- 978-649-2300 Ext 132
  - Edith Nourse Rogers Memorial Veterans Hospital- 781-687-2000
    - 200 Springs Road Bedford, MA 01730-1114
  - IronStone Farm Veterans program