

Social Services Resources: Middlesex County

This is not an exhaustive list and is subject to change.

Contact: Kdame@publiccounsel with any suggested additions or changes.

Updated 10/2025

Massachusetts Resource Directory: Use this directory to find local resources throughout Massachusetts. Resources are maintained by Dismas House and CJI. This list of resources is not exhaustive. Do not rely on it as your only list of services.

TREATMENT AND SERVICES

The Massachusetts Substance Use HELPLINE: The Helpline is a statewide, public resource for finding substance use harm reduction, treatment, recovery, and problem gambling services. Helpline services are free and confidential, and available 24/7.

Call: 800-372-5050

Text: “HOPE” to 800327

Massachusetts Behavioral Health Access (MABHA): The Massachusetts Behavioral Health Access (MABHA) website helps both providers and individuals locate openings in mental health and substance use disorder services.

- [Substance Use Treatment](#)
- [Mental Health Treatment](#)

Mass. Behavioral Health Help Line: the Massachusetts Behavioral Health Help Line (BHHL) is here to connect you directly to clinical help, when and where you need it. Even if you’re not sure what kind of help or treatment you may need, we can help guide you. It’s free, confidential, and no health insurance is required. Real-time interpretation in 200+ languages. Deaf or hard of hearing? Contact MassRelay at 711 or use your video relay or caption provider of choice.

Available 24/7: (833) 773-2445

NAMI Massachusetts The Compass HELPLINE: The Compass helpline at NAMI Massachusetts provides information, ideas, resources, and support to help people navigate the complex mental health system and related systems of care. Compass is staffed by people with first-hand experience navigating the mental health system for themselves or a family member.

Call: 617-704-6264 or 1-800-370-9085

Email: compass@namimass.org

[Project NORTH \(Navigation, Outreach, Recovery, Treatment, and Hope\)](#): assists court users and loved ones impacted by substance use by providing access to Recovery Support Navigation, transportation, and certified sober housing. There are 15 Project NORTH Courts.

Locations for Middlesex County:

- **Lowell**
Javiera Vasquez, Riverbend
jvasquez@riverbendmv.org
Lowell Courthouse
370 Jackson Street, Lowell
Mobile: (978) 856-5143
- **Lynn**
Keri Dow, North Suffolk Community Services
kdow@northsuffolk.org
Lynn Courthouse
580 Essex Street, Lynn
Mobile: (617) 729-2832

[MassHealth Behavioral Health Supports for Justice Involved Individuals \(BH-JI\)](#): BH-JI helps people leaving jail or prison, people who have recently left jail or prison, people on parole, and people on probation to connect with behavioral health services and social supports in the community.

BH-JI Agency for Middlesex County:

- Advocates
Donna Rutigliano
Intake Coordinator
Phone: (508) 561-4739
Email: DRutigliano@Advocates.org
Web: <https://advocates.org/services/behavioral-health-supports-justice-involved-individuals>
[BH-JI Universal Referral Form](#)

[Community Behavioral Health Centers \(CBHC\)](#): CBHCs are one-stop shops for a wide range of mental health and substance use services and treatment. They offer immediate, confidential care for mental health and substance use needs. Crisis services are available 24/7 for anyone in Massachusetts who feels they may be experiencing a mental health crisis, whether or not they have health insurance. CBHCs also offer day-to-day mental

health and substance use services which are covered by all MassHealth plans and some commercial insurance plans.

Locations for Middlesex County:

- [Cambridge Health Alliance CBHC](#)
Phone: 833-222-2030
Email: CHACBHC@challiance.org
 - Cambridge - Core Clinic and Crisis Services (Available 24/7/365)
1493 Cambridge St, Cambridge, MA 02139
 - Malden - Core Clinic and Crisis Services (Available 24/7/365)
195 Canal St, Malden, MA 02148
- [Eliot Community Human Services \(CBHC\) – Lynn](#)
95 Pleasant St, Lynn, MA 01901
Phone: 800-988-1111
Email: cbhc-lynn@elioths.org
- [Vinfen Community Behavioral Health Center \(CBHC\)](#)
391 Varnum Ave, Lowell, MA 01854
Phone: 866-388-2242
Email: bhinfo@vinfen.org

BENEFITS

[The Department of Transitional Assistance \(DTA\)](#): assists low-income, eligible individuals and families with direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities.

Apply for SNAP Benefits: [DTA Connect](#)

DTA Assistance Line: 877-382-2363

DTA Offices in Middlesex County:

- [Lowell](#): 131 Davidson Street, Lowell, MA 01852
Phone: 978-446-2400
- [Malden](#): 245 Commercial Street, Malden, MA 02148
Phone: 781-388-7300
- [Salem](#): 45 Congress Street, Suite 4120, Salem, MA 01970
Phone: 978-825-7300

[Social Security Administration \(SSA\)](#):

SSA Locations in Middlesex County:

- Cambridge: 10 Fawcett St, 1st Flr., Cambridge, MA 02138; Phone: 888-527-9340

Hours: Monday - Friday 9:00AM - 4:00PM

- Lowell: 151 Warren St Ste 300, Lowell, MA 01852; Phone: 877-746-9850
Hours: Monday - Friday 9:00AM - 4:00PM
- Lynn: 140 Union St, Lynn, MA 01901; Phone: 866-366-7792
Hours: Monday - Friday 9:00AM - 4:00PM
- Malden: 192 Commercial St, Malden, MA 02148; Phone: 866-596-8598
Hours: Monday - Friday 9:00AM - 4:00PM
- Salem: 35 Congress St, Ste 101, Salem, MA 01970; Phone: 866-248-2394
Hours: Monday - Friday 9:00AM - 4:00PM

[MassHealth](#): MassHealth provides health insurance benefits to qualifying individuals living in Massachusetts. If you are a member, you may have access to doctor visits, dental, prescription drugs, behavioral health services, and other important health care services. The Patient Financial Services department at most hospitals can assist with MassHealth applications.

[MassHealth Enrollment Centers \(MECs\)](#): MECs are open for limited walk-in visits. We strongly encourage you to use MassHealth's new [appointment scheduler](#) if you need help from a MassHealth Customer Service Representative. If MassHealth members or applicants need support or have any questions they should contact the Customer Service Center at (800) 841-2900, TDD/TTY: 711. In addition, applicants can apply for benefits online at www.mahealthconnector.org. Please note: MECs can help you with applications, but they are not able to enroll you into a health plan.

Closest MEC Locations in Middlesex County:

- Tewksbury: 367 East Street, Tewksbury, MA 01876
Note: An after-hours drop box is available to submit your application in person.

STATE AGENCIES

[Department of Child and Family Services \(DCF\)](#)

DCF Locations in Middlesex County:

- Cambridge/Burlington Area Office, 328 Cambridge Street , Burlington, MA 01803
Phone: 617-520-8700
- Greater Lowell Area Office, 2 Omni Way, Chelmsford, MA 01824
Phone: 978-275-6800
- Lynn Area Office, 330 Lynnway, Suite 201, Lynn, MA 01901
Phone: 781-477-1600

- Metro North, 178 Albion Street, Suite 420, Wakefield, MA 01880
Phone: 781-388-7100

[Department of Mental Health \(DMH\)](#): DMH Adult Services focus on community-based supports which enable eligible individuals receiving treatment to recover and thrive in their communities. Services include case management, Adult Community Clinical Services, Programs of Assertive Community Treatment (PACT), Respite, Clubhouses, Recovery Learning Communities (RLCs), crisis stabilization units, and homelessness services.

Main Phone: 617-626-8000

DMH Info Line 800-221-0053

Location for Middlesex County:

- [DMH Northeast Area Office](#), 365 East St, Tewksbury, MA 01876
Phone 978-863-5000
 - [Acton](#): 35 Nagog Park, 2nd Floor Acton, MA 01720
Phone: 978-206-2100
 - [Lowell](#): 55 Technology Drive, 2nd Floor Lowell, MA 01851
Phone: 978-322-5000
 - [Lynn](#): 330 Lynnway, Suite 201 Lynn, MA 01901
Phone: 781-477-2070
 - [Salem](#): 45 Congress Street, Suite 4120 Salem, MA 01970
Phone: 978-741-7300
 - [Wakefield](#): 178 Albion Street, Suite 410, Wakefield, MA 01880
Phone: 781-224-7900

[DMH Recovery Learning Communities \(RLCs\)](#): are peer-run networks of self help/peer support, information and referral, advocacy and training activities. Training in trauma-healing, recovery concepts and tools, advocacy forums and social and recreational events are all part of what goes on in a Recovery Learning Community.

- [Northeast Recovery Learning Community](#)
20 Ballard Road, Lawrence, MA 01843
Gabriel Fonseca (he/him/his) - NERLC Director
gfonseca@nilp.org
Phone: 978-245-8452

[Department of Developmental Services \(DDS\)](#): DDS provides supports for eligible individuals with intellectual and developmental disabilities including Autism Spectrum Disorder (ASD).

Location in Middlesex County:

- Lowell: 55 Technology Dr., Suite 202, Lowell, MA 01851
Phone: 1 978-322-4300
- Metro North: 178 Albion Street Wakefield, MA 01880
Phone 1 781-338-2300

OVERNIGHT SHELTERS

[Massachusetts Homeless Shelter Directory](#): The most complete list of shelters in Massachusetts. The shelters listed below are emergency shelters but many are general homeless shelters or transitional housing opportunities. Please note that many of these facilities have waiting lists (some are very long). Please call ahead to check availability first.

[Bristol Lodge Men's Shelter](#): 45 bed capacity, 18+ adult men only

Location: 27 Lexington Street, Waltham, MA (please enter through the left side door)

Phone: 781-893-0108

Email: bristollodge@MHSAinc.org

Contact: Clayton Qualters, Program Director

Hours: Open daily 4:00pm-8:00am

[Bristol Lodge Women's Shelter](#): 12 bed capacity, 18+ adult women only

Location: 205 Bacon Street, Waltham, MA

Phone: 781-893-0108

Email: bristollodge@MHSAinc.org

Contact: Clayton Qualters, Program Director

Hours: Open daily 4:00pm-8:00am.

[CASPAR Emergency Services & Shelter](#): The CASPAR Emergency Services Center (ESC) is a 24 hour shelter for adults, with no sobriety requirements for admission. The ESC uses a reserved bed system for 52 beds, and a lottery system for 8 emergency beds. At the ESC, guests have access to meals, hygiene supplies, showers, clean clothes, medical care, and case management, and housing assistance. Weekdays, the staff includes a therapy dog, Maddie.

ESC Shelter Location: 240 Albany St., Cambridge, MA

Phone: 617-661-0600.

[Cambridge Warming Center](#): The Warming Center is a welcoming and safe drop-in center where unsheltered adults can spend the night during the winter months. The Center is

open 11 hours each night, from November to mid-April. The Center offers a safe space, meals, showers, and the ability to rest on a yoga mat on the floor. Each night, guests may talk with expert staff to get a referral to physical and mental health care, addiction treatment services and housing services.

Location: 806 Massachusetts Ave. Cambridge, MA

Phone: 857-292-1870

[Lowell Transitional Living Center](#): Lowell Transitional Living Center is an emergency shelter for unaccompanied individuals over 18 years of age experiencing homelessness. In addition to emergency shelter, LTLC provides case management and referrals to community-based resources.

- Engagement Bed Program: Funded by the Department of Public Health, the Engagement Bed Program (EBP) is targeted toward people experiencing a housing crisis who are at high risk for Sexually Transmitted Infections including HIV, or those who have been previously diagnosed. Through the EBP, we provide information on risk reduction methods and connections to regular testing and counseling.
- Winter Emergency Bed Program: From November to April each year, LTLC operates the Winter Emergency Bed Program (WEBP) to provide additional capacity during the coldest months of the year. WEBP provides an extra 30 cots and includes access to shower, laundry, and meals, as well as outreach and engagement services.
- Shelter Diversion Program: The LTLC triage process includes meeting with a diversion specialist to determine if options to entering shelter can be identified. Diversion placements include substance use treatment, reunification with family or friends, medical respite beds, and domestic violence programs.

Location: 193 Middlesex St. Lowell, MA

Phone: 978-458-9888

Email: info@ltlc.org

[St. Patrick's Shelter](#): An emergency and extended stay shelter for women only over the age of eighteen. Operated by Catholic Charities. No referral needed, walk in by 3pm. Serves all of Middlesex County. Clients need to call in the morning for bed reservation. Shelter pick-up is at the Cambridge Multi-Service Center, 362 Green Street, Cambridge (Central Square) at 4:00 pm. Shelter offers bed and a food pantry on Tuesdays and Thursdays. It is not wheelchair accessible.

Location: 270 Washington St., Somerville, MA - 02143

Phone: 617-628-3015

Email: communications@ccab.org

Hours: 24/7, Office 9-5 daily except for weekends.

MEALS, FOOD PANTRIES, AND DAY-TIME SERVICES

Christin Community Services: You are welcome to use the pantry if you are a resident of North Reading. Please bring an ID and proof of residency, such as a utility bill, with you at your first visit. Clients may use the pantry two times each month- they will shop every other week. We offer both perishable and non-perishable foods to supplement the food available from o Other Services

Christian Community Service (CCS) offers various services to our clients throughout the year, including:

- Financial Assistance: offered on an emergency and case-by-case basis
- Holiday Dinners: served for Thanksgiving and Christmas
- Holiday Take-a-Tag Program: provides Christmas gifts for children in the community
- Back-to-School Drive: supplies backpacks and school supplies for local, school-age children.

Location: 150 Haverhill Street, North Reading, MA 01864

Phone: 978-276-0040

Email: nrfp@nrfoodpantry.org

Food Pantry Hours:

- Monday mornings from 9:30am - 11:00am
- 1st and 3rd Monday evenings from 6:30pm - 8:00pm

Dracut Food Pantry: The Dracut Food Pantry provides short and long-term food assistance to Dracut residents who are struggling to put food on the table. Due to USDA regulations, you will be asked for proof of residency in the form of a utility bill. Once all your paperwork has been filled out, you can return each month or whenever needed without doing additional paperwork.

Location: 1934 Lakeview Avenue, #11, Dracut, MA 01826

Phone: 978-957-8600

Hours:

- Saturday: 9:00 AM to 11:00 AM
- Monday: 6:00 PM to 7:00 PM

Reading Food Pantry - Food Distribution Center: The Reading Food Pantry is located at the Old South Methodist Church, Salem Street Residents interested in visiting the Food Pantry should call first.

Location: 6 Salem Street, Reading, MA 01867

Phone: 781-942-6659

Contact: Kerry Valle, Sr. Case Manager,

Hours:

- Mondays 7:00 - 8:00 pm
- Fridays 10:30 - 11:30 am

[Table of Plenty in Chelmsford, Inc.:](#) Sit-down meals are served restaurant style meal by friendly people and enjoy great company! We strive to create a welcoming and supportive environment which respects our guests' privacy and dignity and all times. All ages are welcome at our meal, and no prior registration is required! Please consult our guest code of conduct for additional information.

Location: 75 Groton Road, North Chelmsford, MA 01863

Phone: 978-710-8328

Email: tableofplentyinchelmsford@gmail.com

Hours: Tuesdays 5:00 – 6:00 PM

[The Bedford Community Table/Pantry:](#) offers bags of groceries to those who qualify.

Location: Front of Town Center, 12 Mudge Way, STE 1, Bedford, MA 01730

Phone: 781-275-7727

Hours: Thursdays 4:00 - 5:30pm

[The Servant's Heart Food Pantry:](#) was born out of a desire to serve and assist struggling families in the city of Melrose.

Location: Faith Evangelical Church, 200 Franklin Street, Melrose, MA 02176

Phone: 781-662-8226

Email: faithchurch@faithchurchac.org

[Calendar of Events](#)

Food Pantry Hours:

- Every Friday 10:00 AM- 11:30 AM
- Every 3rd Fridy 5:00 PM – 6:00 PM (closed July & August)

Community Dinner: 3rd Friday of the month at 6:00 PM

[The Wish Project:](#) The Wish Project's mission is to support our local community by providing donated clothing, baby essentials, and household goods to aid families in need as they progress toward self-sufficiency.

Location: 166 Middlesex Street, North Chelmsford, MA 01863

Phone: 866-947-4360

Email: info@thewishproject.org

Hours: Tue-Sat 9:00am - 2:45pm