

**TOWN OF BERLIN, MA**  
**2021**



**RESOURCE GUIDE**



TOWN OF BERLIN  
TOWN OFFICES  
23 LINDEN STREET  
BERLIN, MASSACHUSETTS

April 1, 2021

Dear Resident,

Berlin is a town in Worcester County, Massachusetts, United States. Berlin was first settled in 1665 and was officially incorporated in 1812. Berlin lies in a low range of hills between the Nashua River and Assabet River valleys. Incorporated in 1812, the town was a residential and agricultural community, growing mixed hay grains and raising cattle. For a period after the Civil War, Berlin was home to a large shoe factory, and shoe manufacturing and lumbering provided non-agrarian jobs. The town soon moved into specialty market gardening, sending 41,000 bunches of asparagus to market in 1885, growing hops and raising chickens. By 1940, 83,600 dozen eggs were produced annually by the poultry farmers of Berlin. Today Berlin is a pleasing mix of past and present. It continues to embrace its tradition as it cautiously sets in motion plans for its future.

This Resource Guide identifies and describes the wealth of organizations serving our community that provides services to residents. While this guide is designed to reach out to any resident; Berlin also offers a wide range of specific services targeted to our senior population. For those with specific senior related questions the knowledgeable and caring staff at the Council on Aging can be reached at 978-838-2750.

I hope you will take some time to look through this guide and contact any of the agencies and/or departments that may be of assistance to you and your family. Together we can help Berlin live up to its full potential and create a place where our residents can flourish.

Sincerely,

Margaret Nartowicz  
Town Administrator



## Welcome to the Town of Berlin

### 1870 Town Hall

March 31, 2021

Dear Berlin Residents,

Welcome to the Berlin Community Resource Guide. The purpose of this guide is to foster a healthy community and improve the quality of life for Berlin residents. We worked to identify and address the social, emotional, and financial needs of youth, adults, and families in Berlin through programs and services that support and nurture.

This guide includes the not-for-profits or local resources we refer to most frequently. If we omitted a reference crucial to you, please notify us by giving us a call at 978-838-2442. We also encourage residents to contact us if we can be of any assistance to you or your family.

We are here to be a resource and provide support.

Sincerely,

Town of Berlin

[www.townofberlin.com](http://www.townofberlin.com)

Mention in this publication of any program is not an endorsement by The Town of Berlin. Information is not meant to be exhaustive.

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# Quick Contacts

Police and Fire Emergency	<b>911</b>
Power Failure-National Grid	<b>1-800-465-1212</b>
Domestic Violence	888-399-6111
Poison Control	800-222-1222; 800-682-9211; TTY 888-244-5313
Animal Control (Police Business Line)	978-838-7735
Animal Poison Control	888-426-4435
Berlin Library	978-838-2812
Berlin Post Office	Main: 978-838-0451
Berlin Town Hall	978-838-2442
Charter/Spectrum (Internet/cable)	800-837-4966
State Representative Meghan Kilcoyne	State House: 617-722-2015 District Office: 617-722-2800 ext. 7309 <a href="mailto:meghan.kilcoyne@mahouse.gov">meghan.kilcoyne@mahouse.gov</a>
State Senator John Cronin	617-722-1230 <a href="mailto:John.cronin@mass.gov">John.cronin@mass.gov</a>
Citizens Guide to Massachusetts State Services	<a href="http://Sec.state.ma.us/cis/ciscig/guide.html">Sec.state.ma.us/cis/ciscig/guide.html</a>

## Local Hospitals

<b>UMass Memorial Hospital</b>	<b>157 Union St, Marlborough, MA 01752 508-81-5000</b>
<b>UMass Memorial Health Alliance-Clinton Hospital</b>	<b>201 Highland Street, Clinton, MA 01510 978-368-3000</b>

# Quick Contacts and Hours of Operation

## Town Offices

23 Linden Street, Berlin, MA 01503 (978) 838-2442

### Hours of Operation

Open Monday – Friday 9-4 Closed Saturday and Sunday

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## Transfer Station

35 Jones Road, Berlin, MA 01503 (978) 838-0042

### Transfer Station Sticker Fees:

1<sup>st</sup> sticker for Household \$195 if purchased by August 1<sup>st</sup>. Late sticker Fee: \$225

Additional sticker Fee: \$50ea 3/stickers/household.

Senior Fee (70+) **(For up to a 2-person Household only)** \$110 if purchased by August 1<sup>st</sup>. Late Senior Fee: \$140

Hardship Fee (as per the Assessors List): \$110

### Hours of Operation:

Wednesday - Thursday: 12:00 pm to 5:00 pm

Saturday: 8:00 am to 4:00 pm

Items NOT accepted

Anti-freeze, Brake fluid, Building/demo materials, Hazardous waste, Oil,

Paint in liquid form, Solvents/Gasoline

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## Town of Berlin Library Hours

23 Carter Street, Berlin, Ma 01503 (978)838-2812

### Hours of Operation

Monday – Thursday 11:00AM – 6:30PM

Friday- Closed

Saturday 10:00AM – 1:00PM

Sunday Closed

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## Town of Berlin Post Office

260 Pleasant Street, Berlin, MA 01503 (978) 838-2847

### Hour of Operation

Monday-Friday 8:00AM – 11:00Am, 12:00PM – 4:30PM

Saturday 9:00AM – 12:00PM Sunday Closed

## Town Departments: [www.townofberlin.com](http://www.townofberlin.com)

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Call this Town  
Department/Entity:

For questions on:

<b>Agricultural Commission</b>	Promote agricultural-based economic opportunities.
<b>Assessing</b>	Assessments; Abatements (978-838-2256)
<b>1870 Berlin Function Hall</b>	Venue for rent for arts, cultural, private parties, fundraisers. (978-310-5922)
<b>Board of Appeals</b>	Zoning Appeals; Special Permits and Variances (978-838-0046))
<b>Board of Health</b>	Health; Sanitation; Septic Permits/Title V (978-772-3338)
<b>Board of Selectmen</b>	Committee Appointments; Alcohol Licensing (978-838-2442)
<b>Building Inspector</b>	Building, Electric, Plumbing & Gas Permits; Plot Plans; Home Occupation Permits; Zoning Enforcement (978-838-0046)
<b>CCTV</b>	Cable access@townofberlin.com
<b>Council on Aging/Senior Services</b>	Senior Activities, Medical & Legal Information, & Transportation, Classes, Referrals, Support Groups & more. (978-838-2750)
<b>Cultural Council</b>	Provides grants for cultural events in the town.
<b>Fire Department</b>	Routine Fire & Ambulance Business; Burning Permits (978-838-2444)
<b>Historical Commission</b>	Responsible for historic preservation. <a href="http://www.townofberlin.com/community">www.townofberlin.com/community</a>
<b>Library</b>	Programs and resources for young adults and children; information on school reading lists, research help, many Boston area free museum passes. (978-838-2812)

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<b>Conservation Commission</b>	Conservation Land/Environment, Wetlands (978-838-0046)
<b>Planning and Land Management</b>	Planning; Land Use; Zoning; Affordable Housing Lotteries (978- 318-3290)
<b>Police</b>	Routine Police Business and Animal Control Officer (978-838-7735)
<b>Recreation Department</b>	Plans a executes programs of recreation and leisure activities for people of all ages in the town.
<b>Retirement Board</b>	Town Retirement System Information/Benefits (978-318-3068)
<b>Town Accountant</b>	Accounting (978-838-0045)
<b>Town Clerk</b>	Births, Deaths; Marriages; Dog Licenses; Business Certificates; Elections; Voter Registration; Transfer station permits; Notary services available for a nominal fee, call ahead required. (978-838-2931)
<b>Town Administrator</b>	General Administration (978-838-5919)
<b>Treasurer/Collector</b>	Ambulance Bills; Parking Tickets; Property & Excise Tax Bills; (978-838-0344)
<b>Veterans Agent</b>	Veterans' Information, Referrals & Benefits (978-838-2560)

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## **Animals- ASPCA Animal Poison Control Center**

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<b>Animal Control Officer</b>	<p>Please call the Police non-emergency line to be connected to the Animal Control Officer.</p> <p>978-838-7735</p>
<b>Animal Rescue League Boston</b>	<p>The Animal Rescue League offers affordable veterinary care and behavioral resources to families of limited economic means.</p> <p><a href="http://www.arlboston.org">www.arlboston.org</a></p>
<b>ASPCA Animal Poison Control Center</b>	<p>888-426-4435 (\$75 fee)</p>
<b>Sterling Shelter</b>	<p>Sterling Shelter operates a no-kill animal shelter. Sterling Shelter is a part of the Humane Society.</p> <p>978-422-8585 17 Laurelwood Road, Sterling, MA <a href="http://www.sterlingshelter.org">01564</a> <a href="http://www.sterlingshelter.org">www.sterlingshelter.org</a></p>
<b>Humane Society</b>	<p>The Humane Society works to improve legislation, provides animal rescue and emergency response, and cares for animals through sanctuaries, shelters and clinics.</p> <p><a href="http://www.humanesociety.org">www.humanesociety.org</a></p>
<b>MSPCA</b>	<p>The MSPCA-Angell participates in national and international animal protection and veterinary medicine organization providing direct hands-on care for thousands of animals each year. Offers low-cost spaying/neutering programs for pet owners with limited economic means. Eligibility is considered through an application process. Applicants should hear results within a week of submittal. Information on training and pets is also available.</p> <p>617-522-5055 350 South Huntington Avenue, Boston, MA <a href="http://www.mspca.org">www.mspca.org</a></p>

## Clothing

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**Many Hands Thrift Shoppe** Providing the residents of Berlin and the surrounding areas access to affordable clothing, as well as creating an opportunity for many hands to volunteer for a worthy cause, while supporting a caring environment.

508-210-6509

24 Central Street, Berlin, MA 01503

[www.fpcberlin.org](http://www.fpcberlin.org)

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**WHEAT Community  
Connections**

Serves residents of the Great Clinton Area. providing quality programs and services through case management, providing a collaborative process that assesses, implements, coordinates, monitors, and evaluates the options and services required to meet the client's basic health and human service needs.

272 High Street, Clinton, MA 01510 (508) 370-4943

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**Hidden Treasures Thrift Store** Provides low-to-no coast furniture, household items, clothing, shoe, and more.

## Debt and Tax Management

### HOTLINES

**Debt Relief Hotline:**

888-790-1337

**Free Bankruptcy****Advice Hotline:**

888-734-2585

**Homeowner's Hope****Hotline:**

Information on mortgages, financial planning, and foreclosure prevention.

888-995-HOPE (4673)

[www.995hope.org](http://www.995hope.org)

**Mortgage Relief****Hotline:**

888-770-7312

**Tax Debt Relief****Hotline:**

888-452-7841

**Collection****Complaints Hotline:**

888-752-3028

**Child Support****Enforcement****Hotline:**

888-369-0323

**Student Loan Relief****Hotline:**

888-856-2668

**AARP Foundation Tax Aid**

AARP hosts free tax help sessions. To find a location nearby:

[http://www.aarp.org/money/taxes/aarp\\_taxaide/](http://www.aarp.org/money/taxes/aarp_taxaide/)

**Consumer Assistance Office—Metro West, Inc.**

The Consumer Assistance Office offers information on a variety of issues including auto sales, home improvement, landlord/tenant relationships, credit, debt, and more.

508-651-8812

<https://caomw.org/>

**Consumer Credit**

This website offers bankruptcy, credit and housing counseling, as well as help forming debt management programs.

800-769-3571

[www.consumercredit.com](http://www.consumercredit.com)

**National Foundation for Credit Counseling**

NFCC provides credit, housing and bankruptcy counseling, as well as other financial education and consumer tools.

800-388-2227

<https://www.nfcc.org/>

**SCORE**

SCORE provides free and confidential business counseling held at the Concord Chamber of Commerce. Schedule an appointment by calling or emailing. Information is available on finances, marketing, operations, human resources, business planning, and sales to help start and run a business.

978-369-3120

[director@concordchamberofcommerce.org](mailto:director@concordchamberofcommerce.org)

[www.scorenemass.org](http://www.scorenemass.org)



## HOTLINES

**\*\*Call 911 in an immediate crisis situation\*\***

**Massachusetts Disabled Persons Protection Commission Abuse Reporting Hotline:**  
V/TTY 800-426-9009  
[mass.gov/dppc/](http://mass.gov/dppc/)

## Disability Services

\*Other related resources may be found under [Behavioral Health](#).

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### AbilityOne

AbilityOne works to enable all people who are blind or living with significant disabilities to achieve their maximum employment potential.

800-999-5963

[www.abilityone.org](http://www.abilityone.org)

### Advocates Inc.

Services for elders, families and individuals with mental health challenges, chemical dependency, developmental and intellectual disabilities, deafness, Prader-Willi Syndrome, autism-spectrum disorders, brain injuries and other life challenges.

*24-Hour Crisis Support: 800-640-5432; Phone: 508-628-6300*

[www.advocatesinc.org](http://www.advocatesinc.org)

### Americans with Disabilities Act (ADA)

The Town of Berlin does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities. The Town of Berlin does not discriminate on the basis of disability in its hiring or employment practices.

For more information please email:

Margaret Nartowicz – Town Administrator and ADA Coordinator

[www.townofberlin.com/town-administatratror](http://www.townofberlin.com/town-administatratror)

### Disability.gov

Offers comprehensive information on disability programs and services in communities nationwide, including how to apply for disability benefits, find a job, get healthcare or pay for accessible housing.

[www.disability.gov](http://www.disability.gov)

### Federation for Children with Special Needs

FCSN provides support for parents navigating special education (including topics such as IEPs and MCAS), family support, information on health advocacy, community engagement, and more.

800-331-0688

[www.fcsn.org](http://www.fcsn.org)

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## Disability Services

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### **Jobs Without Limits**

Jobs Without Limits is designed specifically for job seekers with disabilities seeking to work and advance their careers in Massachusetts.

508-856-2774

<https://jobswithoutlimits.org/>

MCB provides a variety of services and information for the sight impaired.

### **Massachusetts Commission for the Blind**

617-727-5550

[www.mass.gov/mcb](http://www.mass.gov/mcb)

### **Massachusetts Commission for the Deaf and Hard of Hearing**

MCDHH provides a wide range of services for the hard of hearing including case management, classes in sign language and support groups.

Voice 800-882-1155 ; TTY 800-530-7570

[www.mass.gov/mcdhh](http://www.mass.gov/mcdhh)

### **Massachusetts Office on Disability**

MOD has a wide range of information, technical assistance and advocacy for people with disabilities.

V/TTY 800-322-2020; 617-727-7440

[www.mass.gov/mod](http://www.mass.gov/mod)

### **Massachusetts Rehabilitation Commission**

MRC is responsible for vocational rehabilitation services, community services, and eligibility determination for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) federal benefits programs. Any Massachusetts resident who has a disability or is an elder and needs assistive technology is eligible for the program. Family members or friends may apply on behalf of someone else (including underage children), as long as the requested device is for use by an elder or person with a disability.

617-204-3603

[www.mass.gov/mrc](http://www.mass.gov/mrc)



## Domestic Violence

### **HOTLINES**

**\*\*Call 911 in an immediate crisis situation\*\***

**Child-at-Risk:**  
800-792-5200

[www.mass.gov/eohhs/gov/departments/dcf/child-abuse-neglect/](http://www.mass.gov/eohhs/gov/departments/dcf/child-abuse-neglect/)

**Domestic Violence Services Network, Inc.:**

888-399-6111

[www.dvsn.org](http://www.dvsn.org)

**The National Domestic Violence 24 Hour Hotline:**

800-799-7233

[www.thehotline.org](http://www.thehotline.org)

**Massachusetts Disabled Persons Protection**

**Commission Abuse Reporting:**

800-426-9009

[mass.gov/dppc/](http://mass.gov/dppc/)

**New Hope:**

800-323-HOPE (4673)

[www.new-hope.org/](http://www.new-hope.org/)

**Parental Stress Line:**

800-632-8188

[www.parentshelpingparents.org](http://www.parentshelpingparents.org)

**Reach Beyond Domestic Violence:**  
(Can provide shelter information)

800-899-4000

[www.reachma.org](http://www.reachma.org)

**\*\*\*For issues of personal safety, do not view these websites if you suspect your computer is being monitored by a violent partner. Most internet use and phone calls are traceable even after computer history is cleared. Please keep this in mind when choosing devices to research issues of domestic violence!\*\*\***

**Emergency Shelter - Safelink**      877-785-2020

**Jane Doe: The Massachusetts Coalition Against Sexual Assault and Domestic Violence**

Organization offering education, support, economic empowerment, prevention and social change to end sexual assault and domestic violence. Many resources are available to find help for different types of abuse and relationships.

617-248-0922; TTY 617-263-2200

[www.janedoe.org](http://www.janedoe.org)

**REACH Beyond Domestic Violence**

Provides safety and support services to survivors of abuse while engaging communities to promote healthy relationships and prevent domestic violence.

Hotline: 800-899-4000; Office: 781-891-0724

[www.reachma.org](http://www.reachma.org)

## Energy Assistance

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**Massachusetts Heat Line** Low Income Home Energy Assistance Program (LIHEAP)  
1-800-632-8175

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**New England  
Farmworkers Council**

Also known as LIHEAP assists low-income households, including owners and renters, in meeting the high cost of home heating, and is funded by the U.S. Department of Health and Human Services.  
866-674-6327

**Citizen's Energy**

Citizen's Energy will deliver 100 gallons of home heating oil for free to people in financial need one time per heating season. No citizenship requirements. Not an emergency assistance program; application process takes 4-5 weeks, and supply of oil is limited. See website for information on application process.

877-563-4645  
[www.citizensenergy.com](http://www.citizensenergy.com)

## Faith Communities

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**First Parish Church of Berlin**

978-838-2575

24 Central Street, Berlin, MA 01503

*Fpcberlin.org*

**St. Joseph the Good Provider**

978-838-9922

52 West Street, Berlin, MA 01503

Stjosephberlin.org



## Family Resources

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### **Federation for Children with Special Needs**

FCSN offers support for parents navigating special education (including topics such as IEPs and MCAS), family support, information on health advocacy, community engagement, and other programs.

617-236-7210; 800-331-0688

[www.fcsn.org](http://www.fcsn.org)

### **First Connections**

First Connections is a family support organization providing services to infants and young children. See the First Connections resource guide for detailed information on counseling, mental health services, developmental assessment and treatment services, childhood education and care, enrichment activities, prenatal and postpartum resources, pediatric medical care, family focused low-income resources, and information for military, divorced, gay and lesbian, and young families. Focused on ages 0-8 though certain services may be applicable for a larger range of ages.

Resource Guide:

<http://www.jri.org/services/behavioral-health-and-trauma-services/community-based-behavioral-health-services/first-connections/publications>

978-429-8284

<http://www.firstconnections.org/>

### **Grow A Strong Family, Inc.**

Grow A Strong Family, Inc. provides customized family life education services to families who have loved ones with mental illnesses.

781-405-8376

[www.GrowAStrongFamily.org](http://www.GrowAStrongFamily.org)

## Family Resources

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**Massachusetts Head Start Association Programs**

Childcare and preschool programs for eligible low-income families.

508-561-7965

[www.massheadstart.org](http://www.massheadstart.org)

**Kid's Health**

Kid's Health has information on sexuality, puberty, disease control and prevention, school, drugs & alcohol, and mental health for teens and young people.

<http://kidshealth.org/>

**Massachusetts 2-1-1**

Free and confidential hotline for program offering aid with child care, workforce retraining, physical and mental health difficulties, housing and rental information, food and other direct assistance.

Dial 2-1-1

[www.mass211help.org](http://www.mass211help.org)

**Massachusetts Injury Prevention Program**

Information on a broad range of injury prevention including emergency care, falls, bikes, suicide prevention, poison intervention and water safety.

[www.mass.gov/dph/injury](http://www.mass.gov/dph/injury)

**Partnership for Drug-Free Kids**

Organization provides online resources for parents concerned about their children and drugs.

855-DRUGFREE (378-4373)

<http://www.drugfree.org/>

## Financial Assistance

### Department of Transitional Assistance

The DTA works with low- income individuals and families to meet their basic needs, find jobs, increase their incomes, and improve their quality of life. Dependent on availability of funding. Possibility of financial assistance for families with dependent children younger than 18, or elderly and disabled individuals, within financial limits including assets less than \$2,500, after an in-person visit in Lowell office.

617-348-8500; 877-382-2363  
131 Davidson Street, Lowell, MA 01852  
[www.mass.gov/dta](http://www.mass.gov/dta)

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### Massachusetts 2-1-1

Free and confidential hotline for programs offering aid with child care, workforce retraining, physical and mental health difficulties, housing and rental information, food and other direct assistance.

Dial 2-1-1 [www.mass211help.org](http://www.mass211help.org)

## HOTLINES

**Child Support  
Enforcement  
Hotline:**  
800-332-2733

**Pro Bono  
Foreclosure  
Assistance Hotline  
through  
MassLegalHelp:**  
800-342-5297;  
617- 603-1700

## Food and Nutrition Assistance

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**Berlin Family Food Pantry** Long term or temporary assistance due your individual situation including: illness, unemployment or school closing. This assistance is also available to all town employees.  
23 Linden Street, Berlin, MA 01503 (978)838-2508

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**WHEAT Community Connections** Serves residents of the Great Clinton Area. providing quality programs and services through case management, providing a collaborative process that assesses, implements, coordinates, monitors, and evaluates the options and services required to meet the client's basic health and human service needs.  
272 High Street, Clinton, MA 01510 (508) 370-4943

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**WHEAT Community Café** Provides homemade lunches and dinners Monday through Friday.  
272 High Street, Clinton, MA (508) 370-4943

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**SNAP** Department of Transitional Assistance Program- Worcester Office  
(508) 767-3100

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**Women, Infants, @ Children Nutritional Program (WIC)** The Commonwealth's nutrition program that provides healthy foods, nutrition education, and referrals to healthcare and other services, free of charge, to Massachusetts families who qualify.  
(800) 942-1007

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**Project Bread** Food Source Hotline (800) 645-8333

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**WHEAT Seasonal Programs** "Tools for Schools" "Feed -A-Family" "Hope for the Holidays"

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## Health

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### **HOTLINES (General)**

**\*\*Call 911 in an immediate crisis situation\*\***

#### **Boston Area Rape Crisis Center:**

800-841-8371

[www.barcc.org](http://www.barcc.org)

#### **Cancer Information Services:**

800-4-CANCER

(800-422-6237)

[www.cancer.gov](http://www.cancer.gov)

#### **Consumer Health Helpline:**

Answers questions on co-payments, health insurance rules, and other insurance questions.

800-272-4232

#### **Lead Poisoning:**

800-424-LEAD (5323)

800-532-9571

#### **Poison Control:**

800-222-1222;

800-682-9211

[www.poison.org](http://www.poison.org)

#### **Massachusetts Dental Society**

The Massachusetts Dental Society provides a directory of dental centers that provide lower rates for patients without insurance.

#### **Eat Right**

Information on nutrition, allergies, digestive health, eating disorders and more.

[www.eatright.org](http://www.eatright.org)

#### **Emerson Hospital**

A variety of support groups offered, covering topics such as addiction, cancer, post-partum, celiac, and sleep disorders, as well as Health and Wellness classes, speakers, financial information, and volunteer options.

978-369-1400; TTY 800-439-0183

[www.emersonhospital.org](http://www.emersonhospital.org)

#### **Massachusetts Injury Prevention Program**

Information on a broad range of injury prevention including emergency care, falls, bikes, suicide prevention, poison intervention and water safety.

[www.mass.gov/dph/injury](http://www.mass.gov/dph/injury)

## Health (Behavioral)

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### **Active Minds**

Active Minds is a non-profit mental health advocacy group aimed at college students. They provide resources and also develop student-run support groups at colleges and universities.

<http://www.activeminds.org/index.php>

### **Advocates Inc.**

Services for elders, families and individuals with mental health challenges, chemical dependency, developmental and intellectual disabilities, autism-spectrum disorders, brain injuries and other life challenges.

508-628-6300; 774-999-0606

[www.advocatesinc.org](http://www.advocatesinc.org)

### **Alcoholics Anonymous**

The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership.

617-426-9444

[www.aaboston.org](http://www.aaboston.org)

### **Al-anon Family Groups of Massachusetts**

Al-anon offers support to family and friends of alcoholics.

508-366-0556

[www.ma-al-anon-alateen.org](http://www.ma-al-anon-alateen.org)

### **American Association for Marriage and Family Therapy**

AAMFT is a professional association of marriage and family therapists. They offer resources, including an online therapist locator that has educational and training requirements for each therapist posted.

703-838-9808

[www.aamft.org](http://www.aamft.org)



## Health (Behavioral)

**William James  
College  
Interface  
Referral  
Service  
(formerly  
Project  
Interface):**

Assists in finding appropriate mental health services for children, families and adults.  
888-244-6843;  
617-332-3666 x 1411  
[msppinterface.org](http://msppinterface.org)

**National Hopeline  
Network:**  
800-442-HOPE (4673)

800-  
SUICIDE  
(784-  
2433)

*Español* 800-  
SUICIDA (800-  
784-2432)  
[www.hopeline.com](http://www.hopeline.com)

**MA  
Substance  
Abuse  
Helpline:**  
800-327-  
5050  
[www.helpline-online.com](http://www.helpline-online.com)  
**Suicide Prevention  
Hotline:**  
800-273-TALK (8255);  
TTY 800-799-4889;  
*Español* 888-628-  
9454

**Anxiety and Depression  
Association of America.**

ADAA has information on Generalized Anxiety Disorder, Obsessive Compulsive Disorder, Panic Disorder and Agoraphobia, Posttraumatic Stress Disorder, Social Anxiety Disorder, specific phobias, depression, stress, suicide and related illnesses, as well as ways to find help to live a comfortable life.  
[www.adaa.org](http://www.adaa.org)

**Federation for Children  
with Special Needs**

FCSN offers support for parents navigating special education programs (including topics such as IEPs and MCAS), family support, information on health advocacy, community engagement, and other programs.

800-331-0688  
[www.fcsn.org](http://www.fcsn.org)

**Grow A Strong Family,  
Inc.**

Grow A Strong Family provides customized family life education services to families who have loved ones with mental illnesses.

781-405-8376  
[www.GrowAStrongFamily.org](http://www.GrowAStrongFamily.org)

**Learn2Cope**

Learn2Cope is a support organization that offers education, resources, peer support and hope for parents and family members coping with a loved one addicted to opioids or other drugs.

[www.learn2cope.org](http://www.learn2cope.org)

## Health Behavioral

### **Massachusetts Commission for Suicide Prevention**

MCSP works with government agencies, such as the Department of Public Health and Department of Mental Health, as well as in partnership with community-based agencies and individuals to reduce the Incidence of suicide and self-harm. They host meetings and trainings and have other related resources.

For information on the MetroWest Coalition, contact Eileen Davis at 508-370-4857.

[www.masspreventssuicide.org](http://www.masspreventssuicide.org)

### **Partnership for Drug- Free Kids**

Organization provides online resources for parents concerned about their children and drugs.

855-DRUGFREE (378-4373)

<http://www.drugfree.org/>

### **Postpartum Support International of Massachusetts**

Postpartum Support International of Massachusetts is a volunteer organization of providers, survivors, and other concerned individuals dedicated to the mission of PSI International: to promote awareness, prevention and treatment of mental health issues related to childbearing in every country worldwide.

866-472-1897

<http://www.postpartumma.org/>

### **SMOC Behavioral Health Services**

SMOC Behavior Healthcare provides substance abuse and mental health outpatient services to individuals, children and families. In addition, SBH provides substance abuse residential services to individuals including pregnant and post-partum women.

508-879-2250; 508-872-4853

[www.smoc.org](http://www.smoc.org)



## Health (Behavioral)

### **Social Work Therapy Referral Service**

The Social Work Therapy Referral Service is a free, confidential telephone referral service and therapist finder in Massachusetts. We provide professional, personalized counseling referrals matched for location, specialty and insurance or fee requirements.

1-800-242-9794; 617-720-2828

[www.therapymatcher.org](http://www.therapymatcher.org)

## Health Resources for the Low-Income and Uninsured

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### **Community Health Connections**

Locations in Fitchburg, Gardner, and Leominster with various contact information. Their services are offered at sliding scale prices and they have staff members who will help individuals find appropriate insurance plans. In-house pharmacies offer low-cost prescriptions.

978-878-8100

[www.chcfhc.org](http://www.chcfhc.org)

### **Consumer Health Helpline**

Questions on co-payments, health insurance rules, and other insurance questions.

800-272-4232

<https://www.hcfama.org/>

### **Edward M. Kennedy Community Health Center**

The Edward M. Kennedy Community Health Center has locations in Worcester, Clinton, Framingham and Milford, offering medical care, dental care, behavior health and a low-cost pharmacy, regardless of an individual's ability to pay. They have staff members who will help individuals find appropriate insurance plans.

800-853-2288

[www.kennedychc.org](http://www.kennedychc.org)

### **Massachusetts Dental Society**

The link below provides a list of community health centers offering low-cost dental care.

[www.massdental.org/dentalcenters.aspx?id=792](http://www.massdental.org/dentalcenters.aspx?id=792)

## Health Resources for the Low-Income and Uninsured

### Massachusetts Health Connector

The Health Connector is a state-based health insurance marketplace that makes shopping for affordable health and dental coverage easier for Massachusetts individuals, families, and small businesses.

877-MA-ENROLL (1-877-623-6765)

[www.mahealthconnector.org](http://www.mahealthconnector.org)

### Massachusetts League of Community Health Centers

The League serves as an information source on community-based health care and provides details about locations of various low-cost health clinics.

617-426-2225

<http://www.massleague.org/>

### Mass Health/Medicaid

Health coverage for costs not paid by Medicare for those who meet income and other eligibility requirements. Call Mass Health for an application.

800-841-2900

*Dental Customer Service:* 800-207-5019

<http://www.mass.gov/eohhs/gov/departments/masshealth/>

[http://www.masshealth-](http://www.masshealth-dental.net/MemberServices/ContactUs.aspx)

[dental.net/MemberServices/ContactUs.aspx](http://www.masshealth-dental.net/MemberServices/ContactUs.aspx)

### MCPHS Pharmacy Outreach Program

MCPHS provides information that may reduce the cost of your medication through resources such as state and federal assistance, pharmaceutical company programs and special generic drug pricing. The Pharmacy Outreach Program functions through both a hotline and a walk-in center located at 25 Foster Street, Worcester, MA.

*Hotline:* 866-633-1617

[www.mcphs.edu](http://www.mcphs.edu)

## Health Resources for the Low-Income and Uninsured

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### Medicare

Health coverage for in-patient and out-patient care for those who are 65 and meet eligibility.

800-MEDICARE (800-633-4227)

[www.medicare.gov](http://www.medicare.gov)

### MetroWest Free Medical Program

Tuesday evenings Congregation Beth El hosts dozens of volunteers who offer free health care services to our neighbors in need.

The MetroWest Free Medical Program's Sudbury location is open most Tuesdays from 6pm-8pm at 105 Hudson Street, Sudbury, MA

508-656-0740 (*English*)

508-656-0741 (*Portuguese and Spanish*)

[www.metrowestfreemedicalprogram.org](http://www.metrowestfreemedicalprogram.org)

The MetroWest Free Medical Program's Framingham location provides Vision and Women's health care by appointment only at 110 Edgell Road, Framingham, MA

*Vision Appointments:* 508-656-0885

*Gynecology Appointments:* 508-656-0834

### One Care

Starting in October 2013, MassHealth and Medicare will join together with health plans in Massachusetts to offer One Care: MassHealth plus Medicare. One Care is a new and easier option for people with disabilities to receive the full set of services provided by both MassHealth and Medicare. With One Care you have one plan, one card, and one person to coordinate your care. One Care may help you live healthier, stay more active, and be more independent – by simply bringing your care together.

<http://www.mass.gov/eohhs/consumer/insurance/one-care/>

## **Health Resources for the Low-Income and Uninsured**

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### **Vision USA**

Vision USA has free eye exams for the low-income and uninsured whom have not had an eye exam within the past 24 months. A referral is necessary.

[www.aoafoundation.org](http://www.aoafoundation.org)

### **Women's Help Network: Dept. of Public Health**

Referrals to local health center for free mammograms and cervical cancer tests.

877-414-4447

[www.mass.gov/dph/whn](http://www.mass.gov/dph/whn)



## Home Furnishing, Computer & Phone Essentials

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### **Craigslist**

The Craigslist free section can be a valuable resource for a wide array of free items. Availability contingent on posts by community members. The Concord Police Department invites residents to use the police station parking lot or lobby as a safe space to complete online transactions.

[boston.craigslist.org](http://boston.craigslist.org)

### **Freecycle**

Online source where free items are posted. Availability contingent on posts by community members.

[www.freecycle.org](http://www.freecycle.org)

### **Internet Essentials (A Spectrum Service)**

Internet Essentials offers affordable internet and low priced computers to families with at least one child enrolled in the National School Lunch Program Community Eligibility Provision, or Supplemental Security Income (ages 65 and over)

833-267-6094

<https://www.spectrum.com/internet/spectrum-internet-assist>

### **Hidden Treasures Thrift Store**

Provides low-to-no cost furniture, household items, clothing, shoe, and more.

272 High Street  
Clinton, MA 01510

## Housing & Lodging—Temporary or Permanent

### HOTLINES

#### Homeowner's HOPE™ Hotline:

Information on mortgages, financial planning, and foreclosure prevention.  
888-995-HOPE (4673)  
[www.995hope.org](http://www.995hope.org)

#### Mass 2-1-1:

Offers aid with child care, workforce training, physical & mental health difficulties, housing & rental information, food and more. Dial 211

#### Mortgage Payment Assistance:

800-750-8956

#### Pro Bono Foreclosure Assistance Hotline through

#### MassLegalHelp:

800-342-5297;  
617-603-1700

#### Bridge Over Troubled Waters

Bridge Over Troubled Waters works to improve the lives of runaway, homeless, and high-risk youth through safe, supportive, and encouraging relationships and effective and innovative services that guide youth toward self-sufficiency. Services include counseling, emergency youth shelter, career development, runaway services, and more.

617-423-9575

[www.bridgeotw.org](http://www.bridgeotw.org)

#### Department of Housing and Community Development

The DHCD provides foreclosure, housing, shelter and fuel assistance information and resources.

617-573-1100

[www.mass.gov/dhcd](http://www.mass.gov/dhcd)

#### Habitat for Humanity of Greater Lowell

At Habitat for Humanity, families pay mortgages and put in labor in exchange for affordable home ownership. Families must fall within certain income guidelines and must attend a meeting for a housing application. Information on meeting dates and housing availability can be found online.

978-692-0927

[www.lowellhabitat.org](http://www.lowellhabitat.org)

#### Home Owners Preservation Foundation

HPF guides consumers onto the path of sustainable homeownership, helping to improve their overall financial health. They provide financial education, pre-purchase counseling, homebuyer education, and confidential foreclosure prevention counseling.

888-995-HOPE

[www.995hope.org](http://www.995hope.org)

## Housing & Lodging—Temporary or Permanent

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### Massachusetts Department of Transitional Assistance

Homelessness and homelessness prevention programs for Mass Residents, including shelters, and short-term financial support programs for low-income families who are at risk of becoming homeless.

617-348-8400; 877-382-2363

<http://www.mass.gov/eohhs/gov/departments/dta/>

### Massachusetts Housing Consumer Education Centers

Mass Housing Consumer Education Centers provide information on a broad range of issues, addressing concerns of tenants, landlords, prospective buyers and homeowners. Examples of the wide range of topics covered include energy saving, laws and regulations, insurance information and homelessness.

800-224-5124

[www.masshousinginfo.org](http://www.masshousinginfo.org)

### Middlesex Human Service Agency

Bristol Lodge Shelters provide emergency shelter to 57 homeless men and women. Support Staff and case managers provide a safe environment, counseling, referrals, and other services.

781-894-6110

50 Prospect Street, Suite 3, Waltham, MA 02453

<http://www.mhsainc.org/>

### Our Father's House

Provides emergency and transitional sheltering.

978-345-2256;

*Emergency/Transitional Shelter: 978-345-3050*

53 Lunenburg Street, Fitchburg, MA

[http://ofhshelter.com/Home\\_Page.html](http://ofhshelter.com/Home_Page.html)



## Job Search

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### **The Career Place**

The Career Place has personal and professional development workshops for job-seekers (free for those within certain income guidelines), job postings, fairs, interviews, services for youth and more.

888-273-WORK (9675)

100 Trade Center, Suite G100, Woburn, MA

[www.thecareerplace.org](http://www.thecareerplace.org)

### **Jobs Without Limits**

Jobs Without Limits is designed specifically for job seekers with disabilities seeking to work and advance their careers in Massachusetts.

508-856-2774

<https://jobswithoutlimits.org/>

### **One Stop Career Center**

One Stop Career has information on local career centers, wages, salaries, benefits, education, scholarships, resumes, interviews and job seeking. They administer the federal Adult and Dislocated Worker Program.

877-US2-JOBS (872-5627)

[www.careeronestop.org](http://www.careeronestop.org)

*\*For more information on the Adult and Dislocated Worker Program see:*

[http://www.doleta.gov/programs/general\\_info.cfm](http://www.doleta.gov/programs/general_info.cfm)

## Legal Services

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**American Civil Liberties  
Union of Massachusetts**

617-482-3170  
[info@aclum.org](mailto:info@aclum.org)  
[www.aclum.org](http://www.aclum.org)

**Boston Bar Association  
Lawyer Referral Services**

The Boston Bar Association offers referrals to private attorneys, including a reduced fee panel.

617-742-0615  
[www.bostonbar.org](http://www.bostonbar.org)

**Communities for Restorative  
Justice (C4RJ)**

C4RJ is a community-police partnership that offers restorative justice to those affected by crime. Their 'circle' process is used as a way to include those affected by crime (victims, offenders, loved ones, supporters, community members, and law enforcement officials) in the decision-making process. They operate via police referrals and work to encourage offenders to make amends with those they have harmed.

978-318-3447  
[www.c4rj.com](http://www.c4rj.com)

**Dial-A-Lawyer**

On the first Wednesday of every month from 5:30-7:30 Dial-A-Lawyer provides free legal advice by telephone.

617-338-0610; 877-686-0711

**Disability Law Center**

The DLC is the Protection and Advocacy Agency for Massachusetts. DLC is responsible for providing protection and advocacy for the rights of Massachusetts residents with disabilities. Provides information referrals, technical assistance and representation regarding legal rights and services for people with disabilities, including access to community services, special education, health care and disability benefits.

617-723-8455; 800-872-9992  
[www.dlc-ma.org](http://www.dlc-ma.org)

## Legal Services

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### **The Divorce Center**

The Divorce Center is a not-for-profit organization that provides divorce resources, education and support for people going through divorce or separation.

Phone: 508-446-4134

<http://thedivorcecenter.org/>

### **Federal Trade Commission Identity Theft Recovery Guide**

<https://www.identitytheft.gov/>

### **Massachusetts Attorney General Fraud Protection Resources**

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<http://www.mass.gov/ago/public-safety/resources-for-victims/victims-of-consumer-fraud/consumers-resources.html>

### **Massachusetts Attorney General Landlord/Tenant Rights Resources**

<http://www.mass.gov/ago/consumer-resources/consumer-information/home-and-housing/landlord-and-tenant-law/landlordtenant-guide.html>

### **Massachusetts Bar Association Lawyer Referral Service**

Mass Bar Association has referrals to private attorneys, including a reduced fee panel who charge no more than \$75/hour.

866-MASSLRS (866-627-7577); 617-654-0400

<http://www.masslawhelp.com/>

### **Massachusetts Legal Answers Online**

Free service for low-income Massachusetts residents who cannot afford a lawyer. Get free legal advice about non-criminal legal problems from volunteer lawyers.

[www.masslao.org](http://www.masslao.org)

### **Massachusetts Legal Resource Finder**

Massachusetts Legal Resource finder can help you find free civil legal aid, free self-help materials and legal information, court-based lawyer for the day programs, and lawyer referral services.

[www.masslrf.org](http://www.masslrf.org)

### **Massachusetts Senior Legal Helpline**

The Mass Senior Legal Helpline offers free advice for elders age 60 and over.

866-778-0939

## Legal Services

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### MetroWest Legal Services

MetroWest Legal Services provides free legal help for low income, elderly and disabled people in towns including Concord. Clients must be screened for eligibility. MetroWest Legal Services only handles cases regarding housing, domestic violence, government benefits, education and, for the elderly, MassHealth, Medicare, nursing home issues, defense of guardianship and other health care—not criminal cases. Contact their office to determine eligibility.

800-696-1501; 508-620-1830

63 Fountain Street, Suite 304, Framingham, MA

[www.mwlegal.org](http://www.mwlegal.org)

## Schools

<b>Berlin-Boylston Regional School District</b>	www.bbrsd.org
<b>Berlin Memorial School</b>	34 South Street, Berlin, MA 01503 978-838-2417
<b>Boylston Elementary School</b>	200 Sewell St, Boylston, MA 01505 508-869-2200
<b>Tahanto Regional Middle/High School</b>	1001 Main Street, Boylston MA 01505 508-869-2333
<b>Assabet Valley Regional Technical High School</b>	215 Fitchburg St, Marlborough, MA 01752 508-485-9430

## Social Media (Community links)

<b>Berlin Nextdoor</b>	<a href="https://www.Nextdoor.com/neighborhood/berlinma—berlin—ma/">Nextdoor.com/neighborhood/berlinma—berlin—ma/</a>
<b>Berlin United</b>	
<b>Berlin Parents Connect</b>	
<b>Berlin Neighbors Connect</b>	

## Transportation

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### **Council on Aging Van**

The Berlin van is available for medical and necessity rides. We are asking for 48-72 hours advance notice for rides. Please schedule by calling 978-838-2750 or emailing [coa@townofberlin.com](mailto:coa@townofberlin.com)

### **MassHealth**

MassHealth will reimburse non-emergency transportation costs, or provide transportation for individuals covered by MassHealth Standard or CommonHealth who would not otherwise be able to get to appointments.

<http://www.mass.gov/eohhs/gov/departments/masshealth/>

## Veterans

<b>Town of Berlin Veterans Services</b>	978-38-2560
<b>Worcester VA Clinic</b>	605 Lincoln Street Worcester, MA 01605 508-856-0104
<b>Lake Avenue VA Clinic</b>	55 North Lake Avenue 7 <sup>th</sup> Floor Worcester, MA 01605 413-584-4040
<b>Plantation Street VA Clinic</b>	377 Plantation Street Biotech Bldg. 4 Worcester, MA 01605
<b>Veterans Crisis Line</b>	800-273-8255

## Youth Activities

<b>Berlin Girl Scouts</b>	413-584-2602 info@gswm.org
<b>Berlin Youth Basketball</b>	<a href="mailto:Berlinbasketball@gmail.com">Berlinbasketball@gmail.com</a> Berlinbasketball.com
<b>Berlin Youth Soccer</b>	<a href="mailto:BerlinMASoccer@yahoo.com">BerlinMASoccer@yahoo.com</a>
<b>Berlin Youth Baseball</b>	Email:berlinmassbaseball@gmail.com 508-353-3004
<b>Boylston/West Boylston/Berlin Youth Football and Cheerleading</b>	<a href="http://www.lionsyouthfootball.com">www.lionsyouthfootball.com</a>
<b>Berlin Youth Lacrosse</b>	<a href="mailto:Guardiansyouthlax@gmail.com">Guardiansyouthlax@gmail.com</a> <a href="http://www.guardiansyourthlax.com">www.guardiansyourthlax.com</a>



## Youth and Families

### **National Runaway**

#### **Safeline:**

800-RUNAWAY

(800-786-2929)

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

#### **Parental Stress Line:**

Free and confidential  
child abuse prevention.

800-632-8188

[www.parentshelpingparents.org](http://www.parentshelpingparents.org)

#### **Post-Partum**

#### **Depression Hotline:**

800-PPD-MOMS

(800-773-6667)

<http://www.1800ppdmoms.org/>

#### **Parents Helping Parents**

Parents Helping Parents is a  
child abuse prevention network  
with support groups around  
Massachusetts and a 24-hour  
hotline.

617-926-5008

[www.parentshelpingparents.org](http://www.parentshelpingparents.org)

#### **Boys and Girls Club of Assabet Valley**

Because of outside funding, the Boys and Girls Club offers a variety of programs including school programs, camps, girl's empowerment, field trips, CIT programs, high school age to child mentoring, school vacation and summer programs, that are typically lower in cost than similar programs. The club membership fee was \$40 for 2015-2016.

978-461-2871

212 Great Road, Maynard, MA [www.bgcav.org](http://www.bgcav.org)

Assabet After Dark

Cultivating adult learning opportunities for  
community members to pursue their professional  
and personal goals

215 Fitchburg Street, Marlborough, MA 01752

508-263-9651

[Assabetafterdark.com](http://Assabetafterdark.com)

#### **Adult Community Education**

#### **Berlin Lions Club Scholarship**

Contact Tahanto Regional Middle-High School for  
applications

[Selectboard@townofberlin.com](mailto:Selectboard@townofberlin.com)

#### **Mable Felton Marble Scholarship- Awarded to young women graduates**

Berlin School Committee

#### **Moses Reed Scholarship**

[www.oriolhealthcare.com](http://www.oriolhealthcare.com)

#### **Oriol Foundation**

