



Mental Health and Gender-Affirming Care Resource Guide

**for Massachusetts LGBTQ2IA+
Young People and Their Trusted Adults**



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**Massachusetts Office of the Attorney General
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Emergency Numbers

Below is a list of national and statewide crisis numbers and contact information. All organizations listed have a phone number which you or a loved one experiencing a mental health emergency can call for support. Many have additional options for communication which may be more comfortable for you, including text, online chat, or video phone.

Specialized 24/7 Crisis Hotlines to Support LGBTQ2IA+ People

Hotline	Phone Number	Other Information
Suicide & Crisis Lifeline:	988	Trained responders are available to provide free, confidential emotional support.
Massachusetts Behavioral Health Partnership Behavioral Health Help Line:	1 (833) 773-2445	Clinical triage and service navigation. Services available in 200 languages by phone, text, or online chat: www.masshelpline.com .
Trevor Project Suicide Hotline:	1 (866) 488-7386	Connect to a counselor who is understanding of LGBTQ issues by phone, text, or online chat: https://www.thetrevorproject.org/ .
Text Line:	START to 678-678	
Trans Lifeline:	(877) 565-8860	Run by and for transgender people, the lifeline provides trans peer support, connection, and resources: https://translifeline.org/ .
The Network / La Red:	(617) 742-4911	A survivor-led organization that works to end partner abuse in LGBTQ communities: English – http://www.tnlr.org/en/ ; and Spanish – http://www.tnlr.org/es/ .
Toll-Free:	(800) 832-1901	
TTY:	(617) 227-4911	
SafeLink by Casa Myrna:	(877) 785-2020	Resources for anyone affected by domestic violence. Online chat is also available: https://casa-myrna.org/get-support/safelink/ .
Asian Task Force Against Domestic Violence:	(617) 338-2355	Multilingual crisis advocates offer emotional support, crisis intervention, and safety planning in 16 languages: https://www.atask.org/site/ .
Center for Hope and Healing:	(800) 542-5212	For survivors of sexual assault of all gender identities and sexual orientations. Online chat is also available: https://chhinc.org/ .
National Deaf Hotline Video Phone:	(855) 812-1001	Safe, confidential crisis intervention for deaf survivors of domestic and sexual violence. Chat and email are also available: https://thedeafhotline.org/ .
Domestic Violence Ended Toll-Free:	(617) 471-1234	Crisis hotline operated by trained staff and volunteers: https://www.dovema.org/get-help .

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About this Resource Guide

The Massachusetts Office of the Attorney General (AGO) is proud to present the Mental Health and Gender-Affirming Care Resource Guide for Massachusetts LGBTQ2IA+ Young People and Their Trusted Adults (“Resource Guide”, “Guide”).

The AGO works every day toward creating a world where people with diverse sexual orientations, gender identities, and expressions – and in particular LGBTQ2IA+ youth – are treated equally and have equal opportunities to access services.

The AGO also understands that we don’t yet live in that world, and as a result, LGBTQ2IA+ youth experience challenges that can affect their social determinants of health. “Social determinants of health” are factors that influence health and wellness, such as those caused by stressors like feeling unsafe, not having a place to live, or instability caused by social isolation, among others. It is necessary to recognize the real barriers and challenges LGBTQ2IA+ young people face because of stigma and discrimination in order to understand how to better support their mental health and overall wellbeing.

LGBTQ2IA+ youth deserve culturally competent care that acknowledges the realities they contend with. While this Resource Guide includes information about finding therapists, support groups, and other traditional mental health services or organizations, we have highlighted those that focus on specific needs of LGBTQ2IA+ youth in Massachusetts. As such, the organizations in this Guide provide mental health care that is affirming of sexual orientation, gender identity, and gender expression, including gender-affirming health care; specialized domestic and sexual violence services; housing assistance and shelter; HIV prevention and treatment; and substance use disorder services.

We use the acronym LGBTQ2IA+ throughout this Guide because all of these subcommunities are represented (and you can flip to the Index at the back to find resources that support many identities and populations you may resonate with!). However, you may see data, organizations, and resources which reference parts of the acronym and not others. This is because they serve or provide information relative to specific communities.

This Guide also recognizes the important role that trusted adults play as lifelines and protective factors for LGBTQ2IA+ youth. Just one accepting adult can make a difference in mental health outcomes for LGBTQ2IA+ youth. For example, trusted adults may be able to help young people access services that could benefit them. Trusted adults can find information in this Guide about community-based mental health services for LGBTQ2IA+ young people and how to navigate the health care system (with and

without financial resources or insurance). In addition, the Guide includes information for trusted adults – educational resources and community networks for supportive adults and loved ones of LGBTQ2IA+ youth – so that you can take care of yourselves too.

This Guide is a starter kit to ensuring that vulnerable youth are given every chance to succeed. The AGO encourages schools, community organizations, and municipalities to make this Resource Guide widely available.

Disclaimers: *Inclusion of a resource in this publication is for informational purposes only and does not imply endorsement by the Massachusetts Office of the Attorney General. The Massachusetts Office of the Attorney General is not responsible for the content or services provided by any of these organizations or resources.*

Information included in this Resource Guide reflects publicly available information from governmental and organizational websites. Specific information included in this Resource Guide, such as contact information, availability and type of services, cost, and insurance information, may change and individuals should take steps on their own to verify that expectations around treatment are met prior to engaging. Individuals should request information about costs to avoid unanticipated bills.

This Resource Guide is not intended to be an exhaustive list of every mental health provider with a focus in LGBTQ2IA+ services. This Resource Guide focuses on organizations that specialize in supporting LGBTQ2IA+ individuals and does not include privately practicing mental health providers who specialize in LGBTQ2IA+ care.



Thank You

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We would also like to thank all the staff members across numerous divisions within the Office of the Attorney General who contributed their subject matter expertise to the creation, development, and content of this Resource Guide.

Definitions¹

Aromantic	A complete or partial lack of romantic attraction. Aromanticism exists on a spectrum ranging from no, little, or conditional romantic attraction. The term “aro” is often used as shorthand.
Asexual	A complete or partial lack of sexual attraction. Asexuality exists on a spectrum ranging from no, little, or conditional sexual attraction. The term “ace” is often used as shorthand.
Bisexual / Pansexual	Someone who is emotionally, romantically, or sexually attracted to more than one gender, though not necessarily simultaneously, in the same way, or to the same degree. There are many similar terms / identities, referred to as the Bi+ umbrella. ²
BIPOC	The BIPOC acronym refers to Black, Indigenous, and People of Color.
Cisgender	People whose gender identity or expression aligns with traits typically associated with the sex assigned to them at birth. The term “cis” is often used as shorthand.
Clinical Social Worker	Masters-level health care professionals who are trained to evaluate a person’s mental health and use therapeutic techniques based on specific training programs, case management, and advocacy services.
Coming Out	The process of acknowledging one’s sexual orientation or gender identity to oneself and/or individuals in one’s life; often incorrectly thought of to be a one-time event, this is a lifelong and sometimes daily process. ³

1 Unless otherwise noted, definitions pertaining to LGBTQ2IA+ communities are from “Glossary of Terms,” Human Rights Campaign (HRC), HRC Foundation, accessed August-September 2022, <https://www.hrc.org/resources/glossary-of-terms>. Definitions pertaining to mental health are from “Types of Mental Health Professionals,” National Alliance on Mental Illness, last modified April 2020, <https://www.nami.org/About-Mental-Illness/Treatments/Types-of-Mental-Health-Professionals>.

2 Fenway Community Health Center, revisions and input provided to author, August 12, 2022.

3 “National SOGIE Center Glossary,” National Center for Youth with Diverse Sexual Orientation, Gender Identity, and Expression (SOGIE), accessed September 13, 2022, <https://www.sogiecenter.org/media/ssw/institute/sogie-center/QIC-LGBTQ2S-SOGIE-Glossary.pdf>.

Counselor / Clinician / Therapist	Masters-level (or higher) health care professionals who are trained to evaluate a person’s mental health and use therapeutic techniques based on specific training programs. They operate under a variety of job titles based on the treatment setting. Working with one of these mental health professionals can lead not only to symptom reduction but also to better ways of thinking, feeling, and living.
DHOH	The DHOH acronym refers to deaf and hard of hearing persons and communities.
Gay	Someone who is emotionally, romantically, or sexually attracted to members of the same gender. While commonly thought to be a term describing men, both lesbian women and gay men may use this term to describe themselves.
Gender-Affirming Care	Creating an environment that facilitates people to move through the world safely as the gender they know themselves to be. ⁴
Gender Dysphoria	Clinically significant distress caused when a person’s assigned sex at birth does not align with their gender identity. ⁵ In addition, gender dysphoria can be experienced in or as a result of social interactions, social contexts, and social conditioning (e.g., wearing clothing or hair styles that are discordant with, refuting of, or dismissing one’s internal sense of gender). This experience may occur in non-binary, gender-diverse, and transgender populations. ⁶
Intersex	An umbrella term that refers to a portion of the population (approximately 0.5-1.7%) born with a variety of differences in their sex traits and reproductive anatomy. ⁷ There is a wide spectrum of difference among intersex variations, including differences in genitalia, chromosomes, gonads, internal sex organs, hormone

4 “Gender-Affirming Care Is Trauma-Informed Care,” National Center for Child Traumatic Stress, accessed August-September 2022, <https://www.nctsn.org/sites/default/files/resources/fact-sheet/gender-affirming-care-is-trauma-informed-care.pdf>.

5 Fenway Community Health Center, revisions and input provided to author, August 12, 2022.

6 Allison Scobie-Carroll, revisions and input provided to author, September 12, 2022.

7 “Providing Ethical and Compassionate Health Care to Intersex Patients: Intersex-Affirming Hospital Policy Guide,” InterACT Advocates for Youth and Lambda Legal, accessed August 2022, <https://interactadvocates.org/wp-content/uploads/2018/09/interACT-Lambda-Legal-intersex-hospital-policies.pdf>.

production, hormone response, and/or secondary sex traits (e.g., voice, hair distribution, and body shape).

Lesbian

A woman who is emotionally, romantically, or sexually attracted to other women. Those who identify themselves as women and non-binary people may use this term to describe themselves.

LGBTQ2IA+

The LGBTQ2IA+ acronym refers to the Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Two-Spirit, Intersex, Asexual, Aromantic, and Agender communities, along with all sexually- and gender-diverse peoples.

Mental Health Care Giver

Also referred to as mental health professionals or mental health service providers, mental health care givers assist people to reach their mental and behavioral health recovery goals. Jobs and titles may vary by location, but mental health care givers provide services in community health clinics, schools, private practices, general hospitals, psychiatric facilities, and other settings. Psychologists, counselors, clinicians, therapists, and clinical social workers help individuals better understand and cope with thoughts, feelings, and behaviors through assessment and therapy. Psychiatrists, psychiatric or mental health nurse practitioners, primary care physicians, and family nurse practitioners prescribe and monitor medication and may offer assessments, diagnoses, and therapy. Other mental health care givers include certified peer support (one-to-one or peer specialists) and social workers.

Non-Binary / Gender Diverse

An adjective or descriptor for a person who does not identify exclusively as a man or a woman. Non-binary or gender diverse people may identify as being both a man and a woman, somewhere in between, or as falling completely outside these categories. While many also identify as transgender, not all non-binary people do. Non-binary can also be used as an umbrella term encompassing identities such as agender, bigender, gender-queer, or gender-fluid.

Peer Support / Peer Specialists

These specialists have lived experience with a mental health condition or substance use disorder. They are often trained, certified,

and prepared to assist with recovery by helping a person set goals and develop strengths. They provide support, mentoring, and guidance.

Post-Exposure Prophylaxis (PEP)	An HIV prevention strategy in which HIV-negative individuals take medication to reduce their risk of becoming infected after a possible exposure. PEP should only be used in emergency situations and must be started within 72 hours after the exposure. ⁸
Pre-Exposure Prophylaxis (PrEP)	An HIV prevention strategy in which HIV-negative individuals take anti-HIV medications in order to reduce their risk of becoming infected. PrEP has been shown to significantly reduce risk of HIV infection, when taken as prescribed. ⁹
Primary Care Physician (PCP)	PCPs, including pediatricians, can prescribe medication. However, you might consider visiting someone who specializes in mental health care. Primary care and mental health professionals should work together on a treatment plan.
Psychiatric Nurse Practitioner	Psychiatric or mental health nurse practitioners can provide assessment, diagnosis, and therapy for mental health conditions or substance use disorders. In some states, they are also qualified to prescribe and monitor medications.
Psychiatrist	Licensed medical doctors who have completed psychiatric training. They can diagnose mental health conditions, prescribe and monitor medications, and provide therapy. Some may have completed additional training in specialized topics.
Psychologist	Licensed doctors of clinical psychology or another specialty, such as counseling or education. They are trained to evaluate a person's mental health using clinical interviews, psychological evaluations, and testing. They can make diagnoses and provide individual and group therapy. Some may have completed additional training in specific forms of therapy.

8 "PEP (Post-Exposure Prophylaxis)," Centers for Disease Control and Prevention, accessed October 2022, <https://www.cdc.gov/hiv/basics/pep.html>.

9 "What is PrEP? PrEP Access and Navigation," Multicultural AIDS Coalition, accessed October 2022, <https://www.mac-boston.org/services>.

Queer¹⁰

Historically, this was a derogatory slang term used to identify people with diverse sexual orientations, gender identities, and expressions. It is now a term that some people with diverse sexual orientations, gender identities, and expressions are reclaiming and embracing as a symbol of pride that represents all individuals who fall outside of the gender and sexual orientation “norms.” It should be noted that it is not acceptable for someone who does not have diverse sexual orientations, gender identities, or expressions to call someone queer unless the person indicates that is their preferred identity language.

Questioning

A term used to describe people who are in the process of exploring their sexual orientation or gender identity.

Social Worker

Social workers provide case management, inpatient discharge planning services, placement services, and other services to support healthy living.

Transgender

An umbrella term for people whose gender identity and/or gender expression differs from what is typically associated with the sex they were assigned at birth. People under the transgender umbrella may describe their gender identity using one or more of a wide variety of terms – including (but not limited to) “transgender” or “non-binary.”¹¹ The term “trans” is often used as shorthand.

Transitioning

A series of processes that some transgender people may undergo to live consistent with their gender identity. Transition can include social transition, such as changing name and pronouns; medical transition, which may include hormone therapy or gender affirming surgeries; and legal transition, which may include changing legal name and sex on identity documents. Transgender people may undergo some, all, or none of these processes.

10 SOGIE, “National SOGIE Center Glossary.”

11 SOGIE, “National SOGIE Center Glossary.”

Trusted Adult¹²

A specific, dependable adult that young people may turn to for help and that they know will take them seriously and act in a responsible manner. Typical characteristics of a responsible adult include trustworthy, accessible, approachable, attentive, authentic, protective, and positive, including someone who promotes positive youth development.

Two-Spirit (2 or 2S)¹³

In many Indigenous cultures, Two-Spirit people are male, female, and sometimes intersex individuals who combine activities of both genders with traits unique to their status as Two-Spirit people. They occupy a distinct, alternative gender status which amounts to a third or, in some cultures, fourth gender.

12 Jan Pringle, John McAteer, Ross Whitehead, Eileen Scott, Dona Milne, and Ruth Jepson, "Developing a Taxonomy to Characterise Trusted Adult Support in the Lives of Adolescents," *Journal of Adolescence*, no. 76, (October 2019): 30-36, doi: [10.1016/j.adolescence.2019.08.004](https://doi.org/10.1016/j.adolescence.2019.08.004).

13 "Two-Spirit," Indian Health Service, accessed August 2022, <https://www.ihs.gov/lgbt/health/twospirit/>.

Introduction for LGBTQ2IA+ Youth

Finding a mental health care giver with whom you feel comfortable can take effort and patience. When you are looking for care and support that meets your needs, finding the right person may feel even more challenging, but is important.

Above all else, you deserve a community who loves and affirms you for who you are, and this includes your care providers. This means being accepted and embraced for **all** the identities you hold: your gender, sexual orientation, race, religion, ethnicity, language, abilities and disabilities, and everything that makes you uniquely you.

This Resource Guide was made for you – and the adults you trust to help keep you safe – to assist you in finding support. We use the term LGBTQ2IA+ throughout this Resource Guide because it is designed for youth with many different identities. Each community has its own needs and a wide range of differing experiences. So, you may see data, organizations, and resources reference parts of the acronym and not others (for example, referring to “LGBT” people but leaving out the “Q2IA+”) because they serve or provide information to specific subsets of our rainbow of communities. Or, in some cases, an organization’s materials just haven’t yet caught up with language changes – and yet they still provide excellent services to all LGBTQ2IA+ youth. To find resources reflecting your needs, including those specific to language, culture, and disability, or resources by topic, and more, flip to the Index at the back of this Guide.

You may find you need to make multiple calls to find a mental health care giver who is available to see you. Many people encounter waiting lists when they call a care giver. If you are given the opportunity to go on a waiting list for a provider, go ahead and do it! Sometimes appointments become available faster than you might expect, and you can always cancel an appointment if you find another option sooner. Always remember, if you are experiencing a mental health crisis and cannot wait for an appointment, seek help using the **Emergency Numbers** section at the beginning of the Guide on page v.

Tip: In non-emergency situations, consider whether you are comfortable receiving therapy through a “telehealth” visit, where you meet with the mental health care giver remotely, such as in a video call. Telehealth visits may give you access to more health care providers, including some who may be far away. You may want to think about safe, private locations where you can speak freely if you choose a mental health provider who uses telehealth.

You are not alone: there are many people to help you on your journey and communities to welcome and respect you for who you are.

Questions to Ask a Mental Health Care Giver (or Provider)

Before making an appointment with a mental health care giver, you should consider asking some questions to see if they are a “good match” for you and the type of care you are seeking. A mental health care giver may schedule an intake appointment to ask you questions and learn more about your needs. You are allowed to “interview” your potential provider as well!

Here are some questions to consider asking:

- Do I need my parents’ consent to see you?
- How much will it cost?
- How do I pay for the service?
 - (If you have access to it): Do you accept my health insurance?
- What do you tell my parents about the things we discuss? What about my school?
- Have you worked with other youth who are... (insert LGBTQ2IA+, racial/cultural, or any other identity that feels important to you)? Have you worked with other kids my age?
- Will you respect my pronouns?
- Are you available 24/7/365, or how would I reach you in an emergency?
- Is there a limit on the number of sessions or length of time I can receive services here?

It is helpful to understand that not all mental health care givers will meet every single need or criteria. You may want to prioritize which aspects of a provider’s practice will best meet your needs in order to start getting support rather than waiting to find the *perfect* match.

For more tips on how to find a mental health care giver, flip to page 81 in this Resource Guide. If you still have questions and concerns, especially about payment options and confidentiality, go to the Common Questions and Concerns section on page 82.

Introduction for Trusted Adults and Community Members

If an LGBTQ2IA+ young person comes out to you and expresses a need for support, they may have identified you as an adult they can feel safe relying on, especially if other adults in their life are unable to show up for them. LGBTQ2IA+ children and young people may struggle to feel accepted or safe in their homes, and with reason: research shows that LGBTQ youth are more likely than their non-LGBTQ peers to have ever been kicked out of their home, run away from home due to abusive circumstances, or been abandoned.¹⁴ During the COVID-19 pandemic, the National Coalition of Anti-Violence Programs reported an increase in LGBTQ2IA+ youth contacting hotlines and other crisis programs for emotional support, often because of abuse in the home.¹⁵

As a result, trusted adults at schools and in young people's local communities have an important role to play in protecting and helping LGBTQ2IA+ youth.¹⁶ Because LGBTQ2IA+ youth and their families often do not have the resources or support to navigate what may feel like uncharted territory, this Resource Guide is intended to provide a road map both for young people and their communities alike.

As a trusted adult, you have been given a responsibility by the young person to maintain a safe space for them. **LGBTQ2IA+ youth should be supported to make decisions that are safest for them, and they should be consulted, engaged, and empowered in every aspect of their care. Their consent regarding every decision is critical. Even if you have the best of intentions, do not share information about their sexual orientation or gender identity ("outing" them) without their consent.** Navigating care may be more difficult for young people who are not out about their sexual orientation or gender identity at home, school, or the doctor's office, so your connection with them may very well be critical to their survival.¹⁷

Everyone deserves a helping hand when we are providing care for others. Throughout this Resource Guide you will find information about resources for you and other people who are supporting

14 "Massachusetts Youth Count 2019," Massachusetts Commission on Unaccompanied Homeless Youth, (2020): 21, https://mahomeless.org/wp-content/uploads/2014/10/images_youth_count_2019_final_report_12-19.pdf.

15 "Supporting LGBTQ Survivors of Violence During the COVID-19 Pandemic: How Anti-Violence Programs Around the United States Are Adapting," National Coalition of Antiviolence Programs, National Advocacy for Local LGBTQ Communities, published September 2020, https://avp.org/wp-content/uploads/2020/09/NCAVPCOVIDReport_v2.pdf.

16 "Youth Risk Behavior Survey (YRBS) Massachusetts 2019", Centers for Disease Control and Prevention (CDC), 2019, <https://nccd.cdc.gov/youthonline/app/Results.aspx?LID=MA>.

17 "Accepting Adults Reduce Suicide Attempts Among LGBTQ Youth." Trevor Project, published June 2019, <https://www.thetrevorproject.org/research-briefs/accepting-adults-reduce-suicide-attempts-among-lgbtq-youth/>.

LGBTQ2IA+ young people, including support groups, educational resources, and more. **To find a list of resources specific to providing strength to the support network of LGBTQ2IA+ youth, see pages 98 and 99 in the Index.**

As you work to promote positive youth development, it is helpful to understand the realities that LGBTQ2IA+ youth contend with which may impact their daily lives as well as their overall wellbeing. LGBTQ2IA+ youth experience worse mental health outcomes compared to their cisgender and heterosexual counterparts. According to the 2019 Massachusetts Youth Risk Behavior Survey (YRBS), more than three times as many gay, lesbian, and bisexual students had seriously considered attempting suicide compared to heterosexual students, and four times as many gay, lesbian, and bisexual students actually attempted suicide compared to heterosexual students.¹⁸ These adverse outcomes exist not because a young person is LGBTQ2IA+, but because LGBTQ2IA+ people experience enormous stigma, discrimination, and bias in their daily lives, and this has a negative effect on their mental health.¹⁹ Even when mental health care is accessible, the LGBTQ2IA+ community may experience a lack of qualified care providers. Further, the LGBTQ2IA+ community includes subcommunities with wide-ranging, unique experiences and challenges relating to their mental health, but often they are grouped together (if they're considered at all). These subcommunities may face harassment, abuse, or a lower quality of care.²⁰

For example, compared to LGBQ youth, transgender students are 1.6 times more likely to attempt suicide, with nearly 40% of transgender youth in Massachusetts seriously considering suicide in 2021.²¹ Transgender and gender diverse youth also experience higher levels of discrimination, harassment, and abuse than their cisgender or LGBQ counterparts. According to the 2019 YRBS data, nearly 30% of Massachusetts transgender students had skipped school the previous month because they felt unsafe, which was more than eight times the rate of cisgender youth and three times the rate of other LGBQ youth.²² They were six times more likely to be threatened with a gun than cisgender students.²³ In addition, 20.4% of Massachusetts transgender students reported sexual contact against their will, a rate four times higher than heterosexual, cisgender students.²⁴

18 "YRBS Massachusetts 2019," CDC.

19 Mark Hatzenbuehler and John Pachankis, "Stigma and Minority Stress as Social Determinants of Health Among Lesbian, Gay, Bisexual, and Transgender Youth: Research Evidence and Clinical Implications," *Pediatric Clinics of North America* 63, no. 6 (December 2016), 985-997. doi: 10.1016/j.pcl.2016.07.003.

20 "Identity and Cultural Dimensions: LGBTQI," National Association on Mental Illness (NAMI), accessed January 2022, <https://www.nami.org/Your-Journey/Identity-and-Cultural-Dimensions/LGBTQI>.

21 "Massachusetts Commission on LGBTQ Youth: Report and Recommendations for Fiscal Year 2022," Massachusetts Commission on Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning Youth, published 2021, <https://www.mass.gov/annualrecommendations>.

22 "YRBS Massachusetts 2019," CDC.

23 "YRBS Massachusetts 2019," CDC.

24 Massachusetts Commission on LGBTQ Youth, (2021). Report and Recommendations for Fiscal Year 2022.

Risk factors are also often higher for LGBTQ2IA+ youth who hold identities at other intersections – for example, race, ethnicity, and disability. According to a 2018 study, “being both LGB and disabled increases the risk of suicidal ideation beyond either identity by itself.”²⁵ In addition to increased risk of suicidal ideation, youth who are marginalized because of their race or ethnicity are significantly more likely to experience trauma and psychological distress.

Given this information, access to mental health care for LGBTQ2IA+ young people and support from trusted adults is critical.

Additionally, access to gender-affirming care can have a significant impact on psychological health and wellbeing for individuals who need it. Gender-affirming care “broadly refers to creating an environment that facilitates youth to move through the world safely as the gender they know themselves to be,” and can refer to many types of care.²⁶ Notably, a 2022 study from the Stanford University School of Medicine drew on data from the largest-ever survey of transgender adults in the United States and found that those who began hormone treatment in adolescence were less likely to experience major mental health disorders, struggle with substance use, or have suicidal thoughts.²⁷ Creating an environment which is gender-affirming can also mean ensuring that all youth can engage with the same opportunities, including safe access to bathrooms and positive relationships with supportive adults.

As such, this Resource Guide is designed as a starter kit intended to help trusted adults, LGBTQ2IA+ young people, and their support networks identify and connect to resources in their communities. With access to appropriate care, LGBTQ2IA+ youth can not only survive but thrive, resulting in positive mental health and emotional outcomes. You can play a role in helping young people create a life in which they feel empowered and supported.²⁸

Remember that for every young person who comes to you seeking support, there are likely many others who do not have a trusted adult in their lives. Consider seeking out ways to work with your colleagues to create an environment that is welcoming to everyone and advocating for structural change to make it safer for all youth to be their true selves.²⁹

25 César Higgins Tejera, Willi Horner-Johnson, and Elena Andresen, “Application of an Intersectional Framework to Understanding the Association of Disability and Sexual Orientation with Suicidal Ideation Among Oregon Teens,” *Disability Health Journal* 12, no. 4 (October 1, 2019), <https://doi.org/10.1016/j.dhjo.2019.05.006>.

26 “Gender-Affirming Care Is Trauma-Informed Care,” National Center for Child Traumatic Stress.

27 Erin Digitale, “Better mental health found among transgender people who started hormones as teens,” *Stanford Medicine News Center*, January 12, 2022, <https://med.stanford.edu/news/all-news/2022/01/mental-health-hormone-treatment-transgender-people.html>.

28 “Gender-Affirming Care Is Trauma-Informed Care,” National Center for Child Traumatic Stress.

29 “LGBT Youth Resources: Resources for Educators and School Administrators,” Centers for Disease Control and Prevention, accessed January 2022, <https://www.cdc.gov/lgbthealth/youth-resources.htm#school>.

Road Map to the Resource Guide

This Resource Guide focuses first and foremost on resources available in Massachusetts. We begin with mental health resources available across the state listed in alphabetical order. County-specific resources follow, organized alphabetically by Massachusetts county, and then alphabetically by the organization's name. These resources provide services supportive to LGBTQ2IA+ populations and many self-identify as free or low-cost. The next section contains mental health provider directories, which include options to find individual therapists using filters relevant to your needs. Because the AGO recognizes that gender expression is a critical component of mental health for transgender youth, a list of resources across the state that offer gender-affirming care is included after the provider directories.

Here are a few tips for navigating the Guide:

- For all included organizations that provide mental health services to LGBTQ2IA+ youth, accessibility information, including translation services, services for the deaf or hard of hearing (DHOH), and relevant types of assistance that may be available are also listed. **When engaging with service providers, please confirm all accessibility and cost information, as it may have changed since this Guide was published.**
- Bolded and underlined phone numbers indicate 24-hour hotlines and/or emergency crisis numbers.
- Organizations that emphasize cultural competence or specialize in working with LGBTQ2IA+ populations who are also BIPOC, persons with disabilities, immigrants or refugees, court-involved or incarcerated youth, and other populations, including subcommunities of the LGBTQ2IA+ population, are included throughout (and are also organized accordingly in the Index at the end of the Guide).

Because validation and access to communities who offer love and acceptance for LGBTQ2IA+ youth are important parts of supporting the mental health of LGBTQ2IA+ young people, the Guide includes a “Social Connection” list. This list provides social engagement opportunities to promote positive development for LGBTQ2IA+ youth, which provide spaces to connect with peers.

Following the “Social Connection” list, you will find information about how to find a mental health care giver. This includes options for youth who may have access to health insurance to cover costs and feel comfortable using it. While a trusted adult may be helpful when navigating provider search and payment options, the Resource Guide provides some tips to help you get started. For

information about how to get insurance or navigate services that are not free or low-cost, please see the “Common Questions and Concerns” section (page 82).

Finally, “Additional Resources” offers general information about mental wellness, gender identity, and sexual orientation, as well as resources for LGBTQ2IA+ subcommunities (such as transgender athletes, LGBTQ2IA+ people of faith, and those who may be seeking to understand certain identities more). The Index at the end helps you quickly find resources specific to your identity, needs, and location.

Mental Health Resources for LGBTQ2IA+ Youth

Statewide Resources

Below is a list of mental health resources that are supportive to LGBTQ2IA+ youth and available across Massachusetts or in multiple regions.

ALLIANCE OF GAY AND LESBIAN YOUTH (AGLY) NETWORK OF MASSACHUSETTS

The AGLY Network is a statewide network of community-based organizations which seek to ensure that LGBTQ youth have access to supports, services, and opportunities. Several chapters offer housing assistance, health clinics, crisis counseling, and advocacy, and those chapters are specifically listed throughout the Guide. In addition, many member organizations conduct weekly social or group programs, which you can find in the Social Connection section starting on page 79.

Page	Area (Organization Name)	Website
17	The AGLY Network	https://www.bagly.org/the-agly-network
55	Boston (BAGLY)	www.bagly.org
52	Brockton (BrAGLY)	healthimperatives.org/lgbtq-support-bragly/
80	Cape & Islands Gay and Straight Youth Alliance (CIGSYA)	www.cigsya.org
45	Framingham (OUT MetroWest)	https://outmetrowest.org/
80	Holyoke (House of Colors)	https://www.facebook.com/HouseOfColorsPV/
79	Merrimack Valley (McVAGLY)	https://www.facebook.com/McVagly/
33	North Shore (NAGLY)	https://www.nagly.org/
80	Northampton / Greenfield (Generation Q)	https://www.communityaction.us/generation-q
80	Pittsfield (Live Out Loud Youth Group)	https://www.facebook.com/lolyp18degrees/
80	South Coast (SOCO-AGLY)	https://www.sclgbtqnetwork.org/a-perfect-place.html
80	Springfield (Out Now)	https://www.outnowyouth.org/
60	Worcester (SWAGLY)	https://www.facebook.com/AGLYWorcester/

ASIAN SHELTER AND ADVOCACY PROGRAM AT ASIAN TASK FORCE AGAINST DOMESTIC VIOLENCE (ATASK)

The Asian Shelter and Advocacy Program at ATASK is the first program in Massachusetts and one of few programs in the country which provides multilingual resources and support services for Asian families and communities experiencing domestic violence. ATASK advocates serve as cultural brokers by providing interpretation and translation services, helping clients navigate unfamiliar systems, and enabling survivors of domestic violence to access resources.

Multilingual Hotline:	(617) 338-2355 <i>24-Hour Hotline: Confidential, multilingual information and referrals.</i>
Areas Served:	Primarily serves Greater Boston and Greater Lowell but provides services across the state
Website:	https://www.atask.org/site/
Cost Information:	Services are provided free of charge.
Populations Served:	Pan-Asian survivors (including refugees and immigrants) of domestic and intimate partner violence of all gender identities and sexual orientations.
Language Accessibility:	Community-Based Services: Bangla, Chinese (Cantonese, Chiu Chau/Teochew, Mandarin, Taishanese, Taiwanese, and Shanghainese), English, Gujarati, Hindi, Japanese, Khmer, Korean, Manipuri, Mien, Nepali, Oriya, Punjabi, Tagalog, Urdu, and Vietnamese. Language Access Program (LAP): Bicultural and bilingual Client Navigators provide services for Korean-, Thai-, and Cantonese-speaking communities to improve access to ATASK’s programs.
Mental Health Care:	Multilingual Hotline: Crisis intervention, safety planning, emotional support, and information about domestic violence and restraining orders. Community-Based Services: Crisis intervention, safety planning, medical and health care advocacy, and referrals. Children and Families Program: Addresses the needs of children who have experienced domestic violence. This includes mental health, medical health, and school advocacy.
Other Services:	Housing: Temporary housing, assistance with basic needs, and support groups. Community-Based Services: Legal, housing, health care, public benefits, and employment assistance. Immigration Assistance: Advocacy, counseling, referrals, and English to Speakers of Other Languages (ESOL) classes.

DEAF SURVIVORS' PROGRAM AT PATHWAYS FOR CHANGE

The Deaf Survivors' Program at Pathways for Change provides services, including sexual and domestic violence prevention and education, to the Deaf community. Comprising efforts from Pathways for Change, Inc., Our Deaf Survivors' Center, and The Deaf/Hard of Hearing Independent Living Program at The Center for Living and Working, the three organizations have established culturally appropriate and accessible counseling and advocacy and strive to support the Deaf independent living movement. For more information on Pathways for Change, see page 61.

24/7 Hotline via Relay: **1 (800) 870-5905**

24/7 ASL Video Phone: **(508) 502-7681**

Areas Served:	Statewide
Office Phone:	(508) 852-7600 <i>Monday-Friday, 9:00am-5:00pm</i>
Website:	https://www.pathwaysforchange.help/pfc/agency-programs/deaf-survivors-program/
Cost Information:	All services are free and confidential.
Office Addresses:	275 Nichols Road, Fitchburg 588 Main Street, Worcester
Populations Served:	Survivors of sexual and/or domestic violence who are deaf and over the age of 12.
Language Accessibility:	All counselors are deaf and American Sign Language (ASL) fluent. If you are not fluent in ASL or need additional accommodations, such as captioning or Certified deaf interpreters, the program will provide them.
Mental Health Care:	Individual Counseling: One-to-one in-person or videophone sessions. Group Counseling: Healing circles and other group counseling sessions.
Other Services:	Assistance Services: Medical, police, and court accompaniment as well as free equipment and referrals for additional services. Domestic Violence Assistance: Safety planning.

JUSTICE RESOURCE INSTITUTE (JRI)

JRI is one of the largest trauma-informed human services providers in Massachusetts. It is also one of the most programmatically diverse organizations, with over 100 programs to meet the needs of underserved individuals, families, and communities. JRI uses the Attachment, Self-Regulation, and Competency treatment modality, a framework for interventions to be used with youth exposed to complex trauma.

Many JRI programs are referenced throughout the Resource Guide. Its Massachusetts Home and Community Based Services and In-Home Behavioral Services provide care in numerous regions in the state, so are further explained following the table.

Program Name	Areas Served	Website
Boston GLASS	Greater Boston (pg. 56)	https://jri.org/services/health-and-housing/health/boston-glass
Children’s Friends and Family Services	Cape Ann, Greater Lynn, Salem (pg. 32), and Greater Lawrence (pg. 42)	https://jri.org/services/community/childrens-friend-and-family-services
In-Home Behavioral Services	Cape & Islands, Merrimack Valley and the MetroWest, and Southeast Massachusetts (pg. 20-22)	https://jri.org/services/community/ihbs
Massachusetts Home and Community Based Services	Cape & Islands, Greater Boston, Greater Lawrence, Holyoke (pg. 37-38), and Northeast and Southeast Massachusetts (pgs. 20-22 & 37)	https://jri.org/services/community/ma-cbs
MetroWest Behavioral Health Center	MetroWest (pg. 44)	https://jri.org/services/behavioral-health-and-trauma/southeast-behavioral-health-center
RISE	MetroWest (pg. 46-47)	https://jri.org/services/health-and-housing/health/rise https://linktr.ee/FraminghamGLASS
Southeast Behavioral Health Center	Southeast Massachusetts (pg. 29-30)	https://jri.org/services/behavioral-health-and-trauma/southeast-behavioral-health-center
Southern New England Behavioral Health and Trauma Center	Southern Massachusetts (pg. 30)	https://jri.org/services/behavioral-health-and-trauma/snebhtc
YOUnity Drop-In Center	Gloucester (pg. 34)	https://jri.org/services/community/younity-drop--in-center

MASSACHUSETTS HOME AND COMMUNITY BASED AND IN-HOME BEHAVIORAL SERVICES (JRI)

JRI’s community-based system of care supports families and their children with behavioral, emotional, and mental health needs to obtain the services necessary for success at home, school, and in the community. Community-based services provide families with individualized, evidence-based treatment in the communities they live in and offer a team-based approach that is grounded in culturally competent services.

Areas Served:	Cape & Islands, Greater Boston, Merrimack Valley and the MetroWest, and Northeast and Southeast Massachusetts
Website and Contact:	https://jri.org/services/community/ma-cbs
In-Home Behavioral Services Website:	https://jri.org/services/community/ihbs (Cape & Islands, Merrimack Valley and the MetroWest, and Southeast Massachusetts only)
Cost Information:	Accepts MassHealth Standard or CommonHealth. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Addresses:	360 Massachusetts Avenue, 2 nd Floor, Acton 140 Park Street, 3 rd Floor, Attleboro 227 Chelmsford Street, Suite 13C, Chelmsford Blackburn Center 3 & 4, 2 nd Floor, Gloucester 3313 Washington Street, Suite #3, Jamaica Plain 15 Union Street, Suite 200, Lawrence 112 Market Street, 2 nd Floor, Lynn 651 Orchard Street, Suite 202, New Bedford 110 Boston Street, Salem 35 Summer Street, Taunton 221 Willow Street, 2 nd Floor, Yarmouth Port
Populations Served:	Youth ages 0-22 of all genders (male, female, transgender, and gender nonconforming). Referrals are accepted from state agencies, private pay, MA Health Standard, CommonHealth, and Family Assistance. JRI also provides services to children and adolescents under the Massachusetts Children’s Behavioral Health Initiative. Flexible Support Services: Referrals are made through the Department of Mental Health.
Language Accessibility:	Provides ASL services, translation services, interpreters, and written information in other formats. If you, your family, or your team require access to these tools or services, please contact the Program Director.
Mental Health Care:	Flexible Support Services: Aims to help youth and families through psychoeducation and education related to systems, enhancing relationship and family dynamics, advocacy, validation, and breaking negative stereotypes. Services are intended to improve functioning within the home and community to avoid potential hospitalizations.

Mental
Health Care:
(Continued)

In-Home Behavioral Services (Cape & Islands, Merrimack Valley and the MetroWest, and Southeast Massachusetts only): Functional Behavior Assessment for youth (ages 0-20), an individualized Behavior Support Plan (BSP), coaching and support for the youth's family to implement the BSP, monitoring of the BSP to determine its effectiveness, and coordination with other providers. Services are based on applied behavior analysis and provided by JRI therapists skilled in treating challenging behaviors.

In-Home Therapy: Intensive home-based support to work with families to coach and teach practical skills, such as healthy conflict resolution. JRI works with youth and families to identify and manage emotional dysregulation, behavioral issues, traumatic stress, and learning challenges, while helping to recognize and nurture strengths through community activities. In-home therapy is provided by a team which includes a qualified clinician and a paraprofessional. Services may be provided in any setting where youth are located, including in homes (e.g., foster homes and therapeutic foster homes), schools, childcare centers, respite settings, and other community settings.

Individual Therapy: Individual and family therapy service provided in the home, school, or community to treat the youth's behavioral health needs, including improving the family's ability to support the youth.

Intensive Diversion and Rapid Reunification Program: A team-based approach of community services including clinical, psychiatric, and paraprofessional supports individualized to meet the strengths and needs of children and youth (ages 5-21) at risk of episodes or reunifying from out-of-home placement.

Therapeutic Mentoring: One-to-one support helping youth address daily living, social, and communication needs.

MASSACHUSETTS ALLIANCE OF PORTUGUESE SPEAKERS (MAPS)

MAPS works with Portuguese-speaking communities to increase access and remove barriers to health, education, and social services through direct services, advocacy, leadership, and community development.

Areas Served: Statewide

Phone Numbers: Brighton: (617) 787-0557 (TTY also available at this number)
Dorchester: (617) 825-5897 (TTY also available at this number)
Framingham: (508) 872-2652
Lowell: (978) 970-1250 (TTY also available at this number)
Somerville: (617) 764-2091

Website: www.maps-inc.org

Cost Information: Services are free of charge.

Office Addresses:	697 Cambridge Street, Suite 203, Brighton 1 Stoughton Street, Dorchester 24 Union Avenue, Suites 8 & 10, Framingham 490 Central Street, Lowell 92 Union Square, Somerville
Populations Served:	Brazilian, Cabo Verdean, Portuguese, and other Portuguese-speaking communities, immigrants, and low-income individuals.
Language Accessibility:	Portuguese and English.
Mental Health Care:	Temporary Therapy: Linguistically and culturally competent clinicians provide limited therapy services and can provide connections to health care and psychiatrists as needed. Therapy is provided remotely.
Other Services:	Domestic Violence and Sexual Assault Advocacy: Crisis intervention, safety planning, information, guided referrals, medical and legal advocacy, supportive listening, and related services. Resources and Referrals: Guides individuals through a personalized risk reduction plan and provides other resources and referrals to other providers. STI/STD Screenings: HIV, chlamydia, gonorrhea, and Hepatitis C.

NATIVE AMERICAN LIFELINES

Native American LifeLines promotes health and social resiliency within urban American Indian communities. Native American LifeLines applies principles of trauma-informed care to provide culturally centered mental health care, dental care, outreach, and referral services.

Areas Served:	Mid-Atlantic and Northeast regions of the United States
Phone Number:	(857) 203-9680
Website:	https://nativeamericanlifelines.org/
Cost Information:	Services are provided free of charge.
Office Address:	2077 Centre Street, West Roxbury
Populations Served:	Individuals must be a member of a federally recognized tribe, a member of a state recognized tribe, a descendant (up to two generations) of a federally or state recognized tribe, or an Alaskan Native in order to be eligible for services.
Mental Health Care:	General Counseling Services: Individual and group counseling are virtual. Counseling can cover mental health concerns, substance use, family, grief, trauma, sexuality, health, life transitions, relationships, and more.

Other Services: **Youth and Families Program:** Suicide and substance use prevention and support through health education, cultural education, support to guardians, counseling, and other opportunities for youth to engage in positive growth.

THE NETWORK / LA RED

The Network / La Red is a survivor-led, social justice organization rooted in anti-oppression principles that works to end partner abuse in LGBTQ/T and polyamorous communities.

MA-Specific Hotline: **(617) 742-4911**

Toll-Free: **(800) 832-1901**

24-Hour Hotline: Confidential emotional support, information, referrals, safety planning, and crisis intervention for LGBTQ/T individuals experiencing abuse. Support is also offered to friends, family, and co-workers providing support to survivors of abuse.

Areas Served: Statewide

Website: <https://www.tnlr.org/en/>

Cost Information: Services are provided free of charge.

Populations Served: Spanish-speaking LGBTQ/T, polyamorous, and queer communities.

Language Accessibility: Services are available in English and Spanish.

Mental Health Care: **Individual Support:** Emotional support, crisis intervention, peer supportive counseling, information, and referrals.

Support Groups: Develop community connections and share experiences. Conducted by phone.

Other Services: **Assistance Services:** Accompaniment to court or appointments. Assistance with victim compensation or other social services.

Domestic Violence: Assistance with safety planning.

Housing Pathways Program: Transitional or emergency housing for LGBTQ/T survivors of abuse.

PFLAG

PFLAG is a nationwide organization of parents, family, friends, and LGBTQ+ youth that offers help on the topic of sexual and gender identity. The organization seeks to change attitudes and create an environment of understanding so that LGBTQ+ family members and friends can live in a world that is safe and inclusive. Three chapters provide support to LGBTQ+ youth and their families in Massachusetts: Cape Cod, Greater Boston, and Franklin-Hampshire.

Peer Support Helpline:	(866) 312-5007 <i>A safe and confidential helpline with trained volunteers. Leave a voicemail at this number and expect to receive a call back shortly from someone who is ready to listen, offer support, and provide resources.</i>
Helpline by Email:	helpline@gbpflag.org <i>Ask questions or request a phone call from Helpline volunteers by email.</i>
Areas Served:	Cape Cod, Greater Boston, Franklin County, and Hampshire County
Phone Numbers:	Cape Cod: (508) 681-5383 Greater Boston: (781) 891-5966 Franklin & Hampshire: (413) 758-0124
Websites:	www.pflagcapecod.org/ www.gbpflag.org www.fhcpflag.org/
Emails:	info@pflagcapecod.org info@gbpflag.org fhcPFLAG@gmail.com
Cost Information:	Services are provided free of charge.
Office Addresses:	145 University Drive #3563, Amherst First Parish UU Church, 1969 Main Street, Brewster 85 River Street, Suite 3A, Waltham
Populations Served:	LGBTQ+ youth, their families, and communities around the topic of sexual and gender identity.
Mental Health Care:	Support Groups: Safe and welcoming spaces to meet with other community members with LGBTQ+ people in their lives (including families whose children have come out to them, friends, significant others, or those who are interested in learning how to become a better ally to LGBTQ+ people). Groups meet monthly or bimonthly and are run by trained volunteers.
Other Services:	1-to-1 Program (Greater Boston only): PFLAG will match you with someone who will reach out (via phone, email, text, or plan to meet in-person) to share experiences as a community member who has supported a child with a similar identity. Community-Focused Groups: For the entire community.

SAFE PASSAGE

Safe Passage offers domestic violence support for people of all genders, sexual orientations, documentation status, and ability who are rebuilding their lives after escaping domestic violence. A partnership with Hilltown Community Health Center allows Safe Passage to provide services to survivors in rural areas of both Hampden and Hampshire Counties.

MA-Specific Helpline:	(413) 586-5066
Toll-Free:	(888) 345-5282 <i>Available Monday-Friday, 9:00am-5:00pm</i>
Areas Served:	Hampden County and Hampshire County
Phone Number:	(413) 586-1125
Website:	https://safepass.org/
Cost Information:	Services are provided free of charge.
Office Address:	76 Carlon Drive, Northampton
Populations Served:	Includes immigrants, refugees, and persons with disabilities who are survivors of domestic and sexual violence.
Language Accessibility:	Services are available in English, Spanish, and other languages.
Mental Health Care:	Hotline: Available for people in crisis and those seeking support or information. LGBTQ+ Counselor Advocate: Provides safety planning, emotional support, guidance, and referrals. Support Group: Facilitated by staff counselors for anyone who has experienced relationship abuse, including survivors of all genders. Some support groups are specifically for LGBTQ+ persons and may be held in community locations aside from the Northampton office.
Other Services:	Shelter: Staffed 24/7 and available to all people of all genders and sexual orientations. Assistance: Housing, immigration, legal, and other support.

Resources by County

Below is a list of mental health resources that are supportive to LGBTQ2IA+ youth available in each Massachusetts county. Some resources are listed multiple times to provide information about services specific to a particular location.

Barnstable County

INDEPENDENCE HOUSE

Independence House provides services to survivors of domestic and sexual violence of all ages, gender identities, sexual orientations, cultures, and languages. Independence House is a community-based organization providing trauma-informed support for LGBTQ individuals, making it an LGBTQ Safe Space.

Hotline:	<u>(800) 439-6507</u>
Areas Served:	Barnstable County
Appointments Number:	(508) 771-6507
TTY:	(508) 771-6782
Teen Line:	(508) 375-5144
Website:	https://independencehouse.org/
Cost Information:	Services are provided free of charge.
Office Addresses:	220 Main Street, 2 nd Floor, Suite 200, Falmouth 160 Bassett Lane, Hyannis 5 Namskaket Road, Unit 1, Orleans 2 Mayflower Court, Provincetown
Populations Served:	All domestic and sexual violence survivors and secondary survivors over the age of 5, with specialized programs for various age groups. Teen support groups are for ages 13-17. Welcomes all gender identities, sexual orientations, cultures, languages, and disabilities.
Language Accessibility:	Brazilian, English, Portuguese, and Spanish. Translation is available for additional languages. ReciteMe toolbar accessibility available on website.
Mental Health Care:	Individual Counseling: Short-term crisis counseling for youth and adult survivors and secondary survivors of intimate partner and sexual violence; children ages 6-12 who witness intimate partner violence; children ages 5+ who have been sexually abused. Referrals Provided: Mental health and substance use disorder. Support Groups: For youth and adult survivors and secondary survivors of domestic and sexual violence; children ages 6-12 who witness violence.
Other Services:	Assistance Services: Medical and police accompaniment. Domestic Violence Assistance: SafePlan court advocacy. Emergency Housing: SafeHome, shelter search, housing stabilization, support, and assistance. Homicide Survivor: Support and assistance for people who have been impacted by the homicide of a family member or friend – does not need to be related to domestic violence.

MORE SERVICES IN BARNSTABLE COUNTY

Other services available in Barnstable County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization	Page Number(s)
Statewide Social Connections	Cape & Islands	Cape & Islands Gay and Straight Youth Alliance (CIGSYA)	17 80
Gender-Affirming Care	Southeast Massachusetts	Health Imperatives	74
Statewide	Cape & Islands	In Home Behavioral Services (JRI)	20-22
Statewide	Cape & Islands and Southeast Massachusetts	Massachusetts Home and Community Based Services (JRI)	20-22

Berkshire County

ELIZABETH FREEMAN CENTER

The Elizabeth Freeman Center assists survivors of domestic and sexual violence and their families in Berkshire County. It serves people of any gender or gender identity, age, race, ethnicity, ability, sexual orientation, or income level.

24/7 Hotline:	(866) 401-2425 <i>During regular business hours, a receptionist will answer, and you may ask to talk to a counselor. Otherwise, you will reach a counselor immediately.</i>
Areas Served:	Berkshire County
Phone Number:	(413) 499-2425
Website:	https://www.elizabethfreemancenter.org/learn-more/rainbow/
Cost Information:	Services are provided free of charge.
Office Locations:	Great Barrington, North Adams, and Pittsfield Staff also meet people in safe locations across the county.
Populations Served:	Low-income individuals, racial and ethnic minorities, refugees and immigrants, and survivors of domestic and sexual violence.
Mental Health Care:	Counseling: Access to LGBTQ counselors (specified on web site). Support Groups: Specialized for LGBTQ survivors.
Other Services:	Advocacy: Court advocates, income support, and other protections.

Other Services: (Continued)	<p>Assistance Services: LGBTQ-specific assistance with legal issues, discrimination, housing, medical care, and more.</p> <p>Domestic and Sexual Violence: Safety planning and advocacy.</p> <p>Emergency Shelter: For people of all gender identities; also provides pet foster care.</p> <p>Immigrants and Refugees: Specialized services.</p>
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MORE SERVICES IN BERKSHIRE COUNTY

Other services available in Berkshire County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization	Page Number(s)
Gender-Affirming Care	Pittsfield	Baystate Health	68-69
Statewide Social Connections	Pittsfield	Live Out Loud Youth Group	17 80
Gender-Affirming Care	Berkshire County	Tapestry Health	76-77

Bristol County

SOUTHEAST BEHAVIORAL HEALTH CENTER (SE BHC) AT JRI

The SE BHC provides comprehensive assessment and treatment to individuals and families of all ages and genders. Treatments are tailored to each patient’s needs and could include, but are not limited to, therapy for children, education for caregivers, and parent-child sessions. See page 19-20 for more information about JRI.

Website and Contact:	https://jri.org/services/behavioral-health-and-trauma/southeast-behavioral-health-center
Cost Information:	Accepts MBHP, Beacon BMC Commercial, Beacon NHP Commercial, and Beacon GIC Commercial insurance coverage only. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Address:	35 Summer Street, Suite 202, Taunton
Populations Served:	Individuals and families of all ages and genders (male, female, transgender, and gender nonconforming).
Language Accessibility:	Provides translation services, interpreters, ASL services, and written information in other formats. If you, your family, or your team require access to these tools or services, please contact the Program Director.

Mental Health Care:	<p>Diagnostic Assessment: A clinician completes a comprehensive assessment with the child and their caregiver. All assessments consider the impact of trauma and chronic stress on individuals and families.</p> <p>Evidence-Based Treatment: Intervention is tailored to each patient’s needs and may include individual therapy for children, education for caregivers, and parent-child sessions.</p> <p>Medication Management: A Child and Adolescent Psychiatrist is available onsite to ensure that treatment plans meet current needs.</p>
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SOUTHERN NEW ENGLAND BEHAVIORAL HEALTH AND TRAUMA CENTER (SNEBHTC) AT JRI

The SNEBHTC is a comprehensive behavioral health center which serves children, adults, and families of all genders. The SNEBHTC offers an extensive array of services, specializing in substance use disorder assessment and treatment; individual, family, and group counseling; in-home and community-based programs; and medication management. See pages 19–20 for more information about JRI.

Website and Contact:	https://jri.org/services/behavioral-health-and-trauma/snebhtc
Cost Information:	Accepts MBHP, Beacon BMC Commercial, Beacon BMC Mass Health, Beacon NHP Commercial, Beacon NHP Mass Health, and Beacon GIC Commercial Only, Medicare, and Medicaid. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Address:	140 Park Street, 3 rd Floor, Attleboro
Populations Served:	Individuals and families of all ages and genders (male, female, transgender, and gender nonconforming).
Language Accessibility:	Provides translation services, interpreters, ASL services, and written information in other formats. If you, your family, or your team require access to these tools or services, please contact the Program Director.
Mental Health Care:	<p>Community-Based Services: Services are focused on giving youth the opportunity for skill-building through experiences in their own environment. Therapeutic mentoring is structured in one-to-one sessions, designed to build strengths and competencies.</p> <p>In-Home Services: In-home therapy works to enhance a family’s capacity to understand the youth’s needs and to support changes that promote healthy functioning. Services are both intensive and flexible to meet the family’s needs.</p> <p>Outpatient Services: Individual, couples, family, and group therapy are offered to individuals of all ages. Child and adult prescribers are available for individuals engaged in treatment and substance use disorder services are also available. Treatment is individual-centered and strengths-based.</p>

MORE SERVICES IN BRISTOL COUNTY

Other services available in Bristol County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization	Page Number(s)
Statewide	Greater Boston	Boston GLASS	20
Suffolk			56
Social Connections			79
Statewide	Greater Boston	Greater Boston PFLAG	24-25
Gender-Affirming Care	Southeast Massachusetts	Health Imperatives	74
Statewide	Southeast Massachusetts	In Home Behavioral Services (JRI)	20-22
Statewide	Southeast Massachusetts	Massachusetts Home and Community Based Services (JRI)	20-22
Statewide	South Coast	South Coast AGLY (SOCO-AGLY)	17
Social Connections			80
Social Connection	South Coast	South Coast LGBTQ+ Network Inc.	80
Provider Directory	Norton	William James College Interface Referral Service	65

Dukes County

MARTHA'S VINEYARD COMMUNITY SERVICES (MVCS)

MVCS is welcoming to all who call Martha's Vineyard home, regardless of financial, cultural, or physical barriers. With over 100 volunteers, more than 100 staff, and various community partnerships, MVCS acts as a safety net for the Vineyard community.

Areas Served:	Martha's Vineyard
Phone Number:	(508) 693-7900
Website:	https://www.mvcommunityservices.org/find-help/support-groups/
Email:	info@mvcommunityservices.org
Cost Information:	Services are provided free of charge.
Office Address:	111 Edgartown Road, Oak Bluffs
Populations Served:	Transgender, gender non-binary, and other transgender spectrum youth.

Language Accessibility: English, Portuguese, and Spanish.

Mental Health Care: **Transgender and Gender Non-Binary Teen Support Group:** MVCS offers a support group for youth who identify as transgender, gender non-binary or any other identities on the transgender spectrum. Individuals interested in attending must contact the group leader.

MORE SERVICES IN DUKES COUNTY

Other services available in Dukes County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization	Page Number(s)
Statewide	Cape & Islands	Cape & Islands Gay and Straight Youth Alliance (CIGSYA)	17
Social Connections			80
Gender-Affirming Care	Dukes County	Health Imperatives	74
Statewide	Cape & Islands	In Home Behavioral Services (JRI)	20-22
Statewide	Cape & Islands	Massachusetts Home and Community Based Services (JRI)	20-22

Essex County

CHILDREN'S FRIENDS AND FAMILY SERVICES (CFFS) AT JRI

CFFS serves families struggling with loss, trauma, mental illness, and other challenges. Using evidence-based treatments to respond, CFFS welcomes people of all ages and genders and works toward a long-term vision of creating and cultivating a community of loving, caring families. See page 19-20 for more information about JRI.

Areas Served: Cape Ann, Greater Lynn, and Salem

Website and Contact: <https://jri.org/services/community/childrens-friend-and-family-services>

Cost Information: CFFS serves people of all socioeconomic status. Reach out to the program through the website for cost information and support. *Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.*

Office Addresses: Blackburn Center 3 & 4, 2nd Floor, Gloucester
112 Market Street, 2nd Floor, Lynn
110 Boston Street, Salem

Populations Served:	People of all ages, genders, and socioeconomic status, including persons with disability. Provides support for both youth and their support network. Programs are available for youth at risk of or involved in the court system as well as youth with more serious mental health challenges.
Language Accessibility:	Provides ASL services, translation services, interpreters, and written information. If you, your family, or your team require access to these tools or services, please contact the Program Director or Program Clinician.
Mental Health Care:	<p>Counseling: Provides individual, family, and group counseling in addition to psychopharmacology. Clinicians specialize in treating depression, anxiety, trauma, school difficulties, behavioral issues, self-injurious / high risk behaviors, and pervasive development disorders. Also provides parenting skills assistance.</p> <p>In-Home Therapy: A therapeutic relationship between a team of clinicians, youth, and family for the purpose of treating the youth’s social, emotional, and mental health needs with a specific emphasis placed on the family’s ability to provide effective support for their children.</p>
Other Services:	<p>Community Service Agency (Lynn only): Provides intensive care coordination, and family support training to implement an individual care plan for youth with complex needs.</p> <p>PEACE: Coordinated specialty care for people experiencing psychosis symptoms.</p>

NORTH SHORE ALLIANCE OF GAY, LESBIAN, BISEXUAL, AND TRANSGENDER YOUTH (NAGLY)

The AGLY Network (page 17) is a statewide network of community-based direct service organizations with the goal of ensuring that LGBTQ youth from the state have access to a broad array of supports, services, and opportunities. NAGLY is based in Salem and its mission is to create, sustain, and advocate for programs, policies, and services for the LGBTQ youth community. NAGLY also defends and enhances the human and civil rights of LGBTQ youth.

Areas Served:	North Shore
Phone Number:	(978) 224-2102
Website:	https://www.nagly.org/
Cost Information:	Services are provided free of charge.
Office Address:	Witch City Mall, 2 East India Square, Suite 121, Salem
Populations Served:	Youth (14-21) of all ethnicities, cultural backgrounds, classes, and abilities who identify as LGBTQ or are questioning. Also serves middle school students through a middle school support group.
Mental Health Care:	Counseling: Held twice weekly by Young Women’s Christian Association Rape Crisis staff.

Mental Health Care: <i>(Continued)</i>	Peer Support Groups: For parents and educators to become better advocates and allies for LGBTQ youth. Youth Support Groups: Weekly programming for LGBTQ youth on various topics, including educational and social meetings; a middle school youth group; and transgender and non-binary-specific support.
Other Services:	Assistance: Support with employment, mental health resources, housing, and other personal goals. Drop-In Center: Includes social spaces, tutoring, and advocacy opportunities.

YOUNITY DROP-IN CENTER AT JRI

The YOUnity Drop-In Center is a place where youth can find respect for who they are now and support for the person they hope to grow into. YOUnity uses a Peer Support model to assist youth who identify as LGBTQ+ and/or have experiences with substance use, housing instability, mental health needs, or other challenges that have not been met by other services. See page 19-20 for more information about JRI.

Website and Contact:	https://jri.org/services/community/younity-drop-in-center
Cost Information:	Services are provided free of charge.
Office Address:	6 Elm Street, Gloucester <i>Drop-in is open starting at 11:00am, Tuesday-Friday.</i>
Populations Served:	Transition-aged (16-25) youth, including male, female, transgender, and gender nonconforming individuals as well as those with disabilities and co-occurring identities. LGBTQ+ youth and/or youth who have experiences with substance use, housing instability, mental health needs, or other barriers to health and wellness.
Language Accessibility:	Provides ASL services, translation services, interpreters, and written information in other formats. If you, your family, or your team requires access to these tools or services, please contact the Program Director.
Mental Health Care:	Peer Support: Specializes in supporting at-risk youth.
Other Services:	Drop-In: Psychoeducational and recreational groups to celebrate shared interests and promote self-empowerment. Homeless and Housing Assistance: Services to help with housing and availability of laundry, WiFi, food pantry, hygiene, and harm-reduction products.

MORE SERVICES IN ESSEX COUNTY

Other services available in Essex County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization	Page Number(s)
Statewide	Greater Boston	Boston GLASS	20
Suffolk			56
Social Connections			79
Statewide	Greater Boston	Greater Boston PFLAG	24-25
Statewide	Greater Boston and Northeast Massachusetts	Massachusetts Home and Community Based Services (JRI)	20-22
Provider Directory	Lynnfield, Peabody, and Swampscott	William James College Interface Referral Service	65

Franklin County

TEENLINE AT DIAL/SELF YOUTH AND COMMUNITY SERVICES

DIAL/SELF supports youth in Franklin County by empowering them to safely engage in community and prioritize their wellbeing. TeenLine reaches out to at-risk youth to prevent homelessness and sexual exploitation. Specific programming is available for LGBTQ youth.

Areas Served:	Franklin County and the North Quabbin region
Phone Number:	(413) 774-7054 ext. 4
Website:	http://www.dialself.org/teenline.html
Cost Information:	Services are provided free of charge.
Office Addresses:	196 Federal Street, Greenfield 277 Main Street, 3 rd Floor, Greenfield <i>Mondays and Wednesdays, 2:00pm-7:00 pm</i> 131 West Main Street, Suite 226, Orange <i>By appointment</i>
Populations Served:	Youth, including older foster care youth and homeless teens.
Mental Health Care:	TeenLine: Youth, parents, guidance counselors, and other trusted adults can call or stop by for counseling, case management, and referrals.
Other Services:	Emergency Housing: Safe Place program connects youth with immediate help and safety 24/7. Housing Assistance: Transitional housing, warming centers, emergency housing, and other supported housing projects to assist homeless youth. Assistance Services: Advocacy information and resources are available. Drop-in centers feature clothing, food pantries, hygiene products, and laundry access.

MORE SERVICES IN FRANKLIN COUNTY

Other services available in Franklin County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization(s)	Page Number(s)
Statewide Social Connections	Franklin County	Franklin-Hampshire PFLAG	24-25 80
Statewide Social Connections	Greenfield	Generation Q	17 80
Gender-Affirming Care	Franklin County	Tapestry Health	76-77

Hampden County

ALIANZA

Alianza provides emotional support for those impacted by domestic abuse and seeks to empower survivors to gain independence. Staff are multilingual and multicultural, and Alianza supports people of all genders, races, ethnicities, cultures, sexual orientations, and income levels.

24-Hour Hotline:	1 (877) 536-1628
Areas Served:	Holyoke
Phone Number:	(413) 538-9717
Website:	https://www.alianzadv.org/
Cost Information:	Services are provided free of charge.
Populations Served:	Black, Indigenous, people of color, and low-income individuals who are survivors of domestic abuse. Services are also provided to the support network of the individual experiencing abuse.
Language Accessibility:	Spanish, Russian, and English. The website also has accessibility adjustments, including options to create seizure-safe, vision-impaired, and ADHD-friendly experiences, among others.
Mental Health Care:	One-on-One Support: Build a personal safety plan and receive support from an advocate, many of whom are survivors themselves. Support Groups
Other Services:	Emergency Shelter: Assistance with finding safe housing. Assistance: Court, advocacy, and referrals.

THE EMPOWERMENT PROJECT AT BEHAVIORAL HEALTH NETWORK

The Empowerment Project provides safe, affirming, and supportive mental health care for anyone with diverse sexual orientation, gender identity, and gender expression. The Behavioral Health Network is the largest behavioral health service provider in Western Massachusetts.

Areas Served:	Hampden County
Phone Number:	(413) 732-7419
Website:	https://www.bhninc.org/services-and-programs/counseling-wellness/empowerment-project
Cost Information:	No one will be denied access to services due to inability to pay, and there is a sliding scale schedule available. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Address:	110 Maple Street, Springfield
Populations Served:	LGBTQ+ children, adolescents, adults, families, and communities.
Mental Health Care:	Outpatient Mental Health: Services for individuals, families, and couples. Group Therapy: Specialized in LGBTQ+ needs.
Other Services:	Gender-Affirming Care: Assessments and letters for medical transition. Community Education: Trainings for schools, medical settings, and places of employment on supporting and affirming LGBTQ+ individuals in these environments.

MASSACHUSETTS HOME AND COMMUNITY BASED SERVICES AT JRI

JRI's (see page 19-20) community-based system of care ensures that families and their children with mental health needs have access to the services they need for success in the home, school, and community. Community-based services provide youth and their families with individualized support in the communities they live in and offer a culturally competent approach.

Website and Contact:	https://jri.org/services/community/ma-cbs
Cost Information:	Accepts MassHealth Standard or CommonHealth. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Address:	476 Appleton Street #5, Holyoke
Populations Served:	Youth ages 0-22 of all genders (male, female, transgender, and gender nonconforming). Referrals are accepted from state agencies, private pay, MA Health Standard, CommonHealth, and Family Assistance. Provides some services to children and youth under the Massachusetts Children's Behavioral Health Initiative.

Language Accessibility:	Provides ASL services, translation services, interpreters, and written information in other formats. If you, your family, or your team require access to these tools or services, please contact the Program Director.
Mental Health Care:	Therapeutic Mentoring: One-to-one support to help youth address daily living, social, and communication needs. Therapeutic mentors provide support similar to coaches, who train and guide youth in age-appropriate behavior, problem-solving, conflict resolution, and relating to others. This service helps to ensure smooth implementation of activities that are identified in the youth's individual care plan.

MORE SERVICES IN HAMPDEN COUNTY

Other services available in Hampden County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization(s)	Page Number(s)
Statewide Social Connections	Springfield	Out Now	17 80
Gender-Affirming Care	Springfield	Planned Parenthood League of Massachusetts	75-76
Statewide	Hampden County	Safe Passage	26
Gender-Affirming Care	Hampden County	Tapestry Health	76-77

Hampshire County

TRANSLATE GENDER

Translate Gender provides mental health care for trans, non-binary, and gender nonconforming people to find freedom in relationships, families, and communities. Translate Gender also educates communities on gender diversity and empowers them to determine their own genders and gender expressions.

Phone Number:	(413) 203-9339
Website:	https://www.translategender.org/
Email:	info@translategender.org
Cost Information:	Sliding scale – chart is available online as a guideline. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Address:	25 Main Street, Suite 220, Northampton

Populations Served:	Transgender, non-binary, and gender nonconforming individuals, couples, polyships, and families. Also works with alternative family structures.
Mental Health Care:	<p>Gender-Affirming Therapy: Individual, couple, polyship, and family therapy focuses on supporting and affirming gender complexity in all people. Practice extends to working with alternative family structures.</p> <p>Group Therapy: For families and couples of transgender or gender nonconforming individuals.</p>
Other Services:	<p>One2One: Individualized program that provides support by aiding gender journeys, creating transition plans, and supporting transition.</p> <p>Support Groups: Youth, family, and caregiver support groups available monthly.</p>

MORE SERVICES IN HAMPSHIRE COUNTY

Other services available in Hampshire County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization(s)	Page Number(s)
Gender-Affirming Care	Northampton	Baystate Health	68-69
Statewide	Hampshire County	Franklin-Hampshire PFLAG	24-25
Social Connections			80
Statewide	Northampton	Generation Q	17
Social Connections			80
Statewide	Hampshire County	Safe Passage	26
Gender-Affirming Care	Hampshire County	Tapestry Health	76-77
Gender-Affirming Care	Northampton	Transhealth Northampton	77

Middlesex County

CAMBRIDGE WOMEN'S CENTER (CWC)

CWC is a physical and digital community space for anyone for whom “woman” is a meaningful identifier or lived experienced, including transgender women and gender nonconforming people. Supports and services provided by the CWC are free and confidential.

Phone Number:	(617) 354-6394
Website:	https://www.cambridgewomenscenter.org/
Email:	info@cambridgewomenscenter.org

Cost Information:	Services are provided free of charge.
Office Address:	25 Mount Auburn Street, Cambridge
Populations Served:	Black, Indigenous, people of color, LGBTQIA+ individuals, individuals with disabilities and/or mental illness, and individuals experiencing housing insecurity.
Mental Health Care:	Support Groups: Offers weekly, monthly, and occasional support groups and workshops. Some groups are open to all, while others are open only to those with lived experience. Group programming nurtures healing, offers support, aids in developing community, and offers information.
Other Services:	Assistance: Food, basic necessities, information on housing, legal services, employment, and more. Drop In: Unrestricted access to a community kitchen, material needs, computer access, childcare, and other types of support.

CENTER FOR HOPE AND HEALING (CHH)

CHH is committed to providing services to survivors of sexual assault and their loved ones. All services are free and confidential, regardless of insurance coverage, income, citizenship, identity, expressions, or any other life experiences.

<u>MA-Specific 24/7 Hotline:</u>	<u>(800) 542-5212</u> <i>Resources are also available via anonymous webchat.</i>
Areas Served:	Greater Merrimack Valley: Acton, Billerica, Boxborough, Carlisle, Chelmsford, Dracut, Dunstable, Groton, Littleton, Lowell, Pepperell, Tewksbury, Tyngsborough, Westford, and Wilmington
Website:	https://chhinc.org/
Cost Information:	Services are provided free of charge.
Office Address:	21 George Street, Suite 400, Lowell
Populations Served:	Low-income individuals, people with disabilities, refugees and immigrants, survivors of sexual violence, and youth of color.
Language Accessibility:	Counselors provide services in English, Spanish, Portuguese, Haitian Creole, and French, and are able to provide additional translation services. Khmer Linguistic Access Program: A project that addresses barriers Khmer victims of sexual assault, domestic violence, human trafficking, and other crimes face when receiving services. CHH has developed a multi-organizational capacity to provide trauma-informed and linguistically specific services to Khmer-speaking survivors of crime.

Mental Health Care:	<p>GLADLY: A weekly group for high school transgender and gender diverse youth to share their stories and resources in order to cope with things like dysphoria, transitions (social, legal, and/or medical), and other experiences in a supportive community environment.</p> <p>Individual Counseling: Short-term counseling (12-24 sessions) is available for survivors of sexual violence as well as their family and friends. Anyone under 13 years of age is welcome to receive services but must have parent or guardian permission.</p>
Other Services:	Advocacy: Medical, legal, and general advocacy.

CHILD AND ADOLESCENT PSYCHIATRY OUTPATIENT CARE, CAMBRIDGE HEALTH ALLIANCE (CHA)

CHA is a network of community health organizations in Boston’s Metro North region. Child and Adolescent Psychiatry Outpatient Care at CHA provides care using a patient and family-centered model which includes partnerships with families, schools, primary care teams, state agencies, and community partners. For more information about CHA’s gender-affirming care services, see page 71-72 of the Gender-Affirming Care section.

Areas Served:	Cambridge, Everett, Malden, Revere, Somerville, and Winthrop
Phone Number:	(617) 665-2485 <i>Parent, school, provider, or a teen may call to request an appointment.</i>
Website:	https://www.challiance.org/services-programs/mental-health-and-substance-use/child-adolescent-psychiatry/child-psychiatry-outpatient
Cost Information:	<p>CHA accepts most major health insurance, including Medicare, Health Safety Net, and most forms of MassHealth (Medicaid). <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i></p> <p>CHA provides health insurance assistance. <i>Call (617) 665-1100 to get in touch with the Financial Assistance Office.</i></p>
Office Locations:	CHA has 30 health clinic locations. Check online for accessibility information.
Populations Served:	<p>CHA primary care patients are given top priority for office visits, followed by others who live in Cambridge, Chelsea, Everett, Malden, Revere, Somerville, and Winthrop. If a patient does not meet these criteria, CHA does its best to help find another mental health provider near you.</p> <p>Mental health services are available for everyone including LGBTQ+ individuals, and CHA offers specialized services for people who: are neurodiverse or DHOH; experience or are loved ones of someone who experiences psychosis; struggle with substance use; and other experiences.</p>

Language Accessibility:	Trained, professional interpreters are available in 75 languages free of charge. Free written translation services are available in all languages upon request. Contact the health care team to request translation services.
Mental Health Care:	<p>Gender and Sexuality Clinic: Multidisciplinary, specialized care comprising psychiatrists, psychologists, and social workers to provide care to LGBTQ+ individuals and families of all ages. Services include evaluations, psychotherapy, psychopharmacology, transitioning support, and gender-affirming surgery assessments.</p> <p>Substance Use Disorder Clinic: Substance use disorder treatment services.</p> <p>Therapy: Consultations and short-term therapy with LGBTQ-affirming psychotherapists, with referral for long-term therapy services.</p>

CHILDREN’S FRIENDS AND FAMILY SERVICES (CFFS) AT JRI

CFFS serves families struggling with loss, trauma, mental illness, and other challenges. Using evidence-based treatments to respond, CFFS welcomes people of all ages and genders and works toward a long-term vision of creating and cultivating a community of loving, caring families. See page 19-20 for more information about JRI.

Areas Served:	Greater Lawrence
Website and Contact:	https://jri.org/services/community/childrens-friend-and-family-services
Cost Information:	CFFS serves people of all socioeconomic status. Reach out to the program through the website for cost information and support. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Address:	15 Union Street, Suite 200, Lawrence
Populations Served:	People of all ages, genders, and socioeconomic status, including persons with disability. Provides support for both youth and their support network. Programs are available for youth at risk of or involved in the court system as well as youth with more serious mental health challenges.
Language Accessibility:	Provides ASL services, translation services, interpreters, and written information in other formats. If you, your family, or your team require access to these tools or services, please contact the Program Director.
Mental Health Care:	<p>Counseling: Provides individual, family, and group counseling in addition to psychopharmacology. Clinicians specialize in treating depression, anxiety, trauma, school difficulties, behavioral issues, self-injurious / high risk behaviors, pervasive development disorders, and providing help with parenting skills.</p> <p>In-Home Therapy: A therapeutic relationship between a team of clinicians, youth, and family for the purpose of treating the youth’s social, emotional, and mental health needs with a specific emphasis placed on the family’s ability to provide support for their children.</p>

Other Services:	Community Service Agency: Provides intensive care coordination, family support, and training to youth with complex needs to implement an individual care plan. PEACE: Coordinated specialty care for people experiencing psychosis symptoms.
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LOWELL ASIAN INITIATIVE AGAINST DOMESTIC VIOLENCE AT ATASK

Part of ATASK (find more information on page 18), the Lowell Asian Initiative Against Domestic Violence offers advocacy, outreach, trainings, assistance, and referrals within the Greater Lowell area, with a specific focus on providing culturally appropriate services to meet the needs of Cambodian survivors and their families.

Multilingual 24-Hour Hotline:	(617) 338-2355 <i>Provides information and referrals in multiple languages.</i>
Areas Served:	Greater Lowell area
Website:	https://www.atask.org/site/our-programs/community-based-services/cbs-lowell.html
Cost Information:	Services are provided free of charge.
Populations Served:	Pan-Asian survivors (including refugees and immigrants) of domestic and intimate partner violence of all gender identities and sexual orientations, with a specific focus on the Cambodian community in and around Lowell.
Language Accessibility:	English, Khmer, Lao, and Thai.
Mental Health Care:	Multilingual Hotline: Crisis intervention, safety planning, emotional support, and information about domestic violence and restraining orders. Crisis Intervention, Safety Planning, and Referrals: Each client works with an advocate who will help with accessing these services.
Other Services:	Community-Based Services: Housing, medical, and health care advocacy. Immigration Assistance: Legal and immigration advocacy and English to Speaker of Other Languages (ESOL) classes.

LOWELL COMMUNITY HEALTH CENTER (LCHC)

LCHC has provided health care for people of all ages for more than 50 years, regardless of their ability to pay. LCHC’s mission is to provide caring, quality, and culturally competent health care services.

Areas Served:	Greater Lowell
Phone Number:	(978) 937-9700
Website:	https://www.lchealth.org/

Cost Information:	No one is denied care because of inability to pay, and insurance is not needed. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i> LCHC Insurance Navigators provide health insurance assistance.
Office Address:	161 Jackson Street, Lowell
Populations Served:	Low-income individuals, refugees, and immigrants.
Language Accessibility:	Employees speak 28 different languages and select staff members are trained medical interpreters.
Mental Health Care:	Behavioral Health: Provides individual, group, couples, and family therapy sessions. Clinicians have diverse backgrounds, orientations, and specialties and can provide multicultural, multilingual care. Addiction counselors and psychopharmacology services are also available. Metta Health Center: Focuses on Southeast Asian and other refugee populations. Services include mental health, traditional healing, acupuncture, massage therapy, meditation, and social services, in addition to providing referrals, primary medical care, and other services.
Other Services:	HIV Services: Counseling, treatment, social support, care management, and advocacy for those living with or affected by HIV/AIDS. STI/STD Services: Prevention, confidential screening, and treatment. Substance Use Services: Substance use disorder treatment, prevention, and education services available. Narcan available for free with insurance.

METROWEST BEHAVIORAL HEALTH CENTER (MBHC) AT JRI

The MBHC is a mental and behavioral health center with expertise in general mental health, complex psychological trauma, and parenting consultation. The MBHC clinical team has specialized training and experience in a variety of trauma-focused treatment modalities. See page 19-20 for more information about JRI.

Website and Contact:	https://jri.org/services/behavioral-health-and-trauma/southeast-behavioral-health-center
Cost Information:	Accepts all MassHealth Behavioral Health Plans, including MBHP, Always Health, Beacon BMC, Beacon Fallon, and Tufts Together. It also accepts the following commercial plans: Always Health, Beacon BMC, Beacon Fallon, Blue Cross Blue Shield of Mass, Harvard Pilgrim, Tufts Health Direct, Unicare GIC, and United Health care. There are VOCA free care, Victims' Compensation Fund, and self-pay options that can be discussed with the completion of a referral form. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>

Office Address:	360 Massachusetts Avenue, Suite 103, Acton
Populations Served:	Individuals and families of all ages and genders.
Language Accessibility:	Provides ASL services, translation services, interpreters, and written information in other formats. If you, your family, or your team require access to these tools or services, please contact the Program Director.
Mental Health Care:	Specialty Treatment Services: Accelerated Experiential Dynamic Psychotherapy, Child-Parent Psychotherapy, Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy, Expressive Art Therapy, Eye Movement Desensitization and Reprocessing (EMDR), Parent-Caregiver Consultation, Parent-Child Interaction Therapy, Sensorimotor Psychotherapy, Sensory Motor Arousal Regulation Therapy, social skills training, trauma-focused CBT, and others.

OUT METROWEST

OUT MetroWest is part of the AGLY Network (page 17), a statewide support of community-based direct service organizations with the goal of ensuring that LGBTQ+ youth have access to a broad array of supports, services, and opportunities.

Areas Served:	More than 50 communities across the MetroWest area
Phone Number:	(508) 875-2122
Website:	https://outmetrowest.org/
Cost Information:	Services are provided free of charge.
Office Address:	160 Hollis Street, Framingham
Populations Served:	LGBTQ+ middle and high school students. Specific programming is available for youth of color.
Mental Health Care:	<p>Support Groups: A professional clinician is present for all sessions relating to sexual orientation and gender identity.</p> <ul style="list-style-type: none"> • <i>Nexus:</i> Safe space for middle school youth to explore questions relating to sexual orientation and gender identity. • <i>Umbrella:</i> Trans-facilitated program for transgender, non-binary, and gender-questioning high school youth to center their needs. • <i>Prism:</i> Social connection and education for all LGBTQ+ and allied high school youth. • <i>Shine:</i> Program for gender expansive young children (ages Pre-K through grade 5).
Other Services:	Drop-In Center: Held weekly after school, youth grades 6-12 attend for activities, homework help, and social connection.

REACH BEYOND DOMESTIC VIOLENCE (REACH)

REACH provides a community-based approach to helping domestic violence survivors with safety, shelter, and a path to healing. REACH serves all survivors regardless of race, ethnicity, immigration status, gender identity or expression, sexual orientation, religion, or income level.

24/7 Hotline:	(800) 899-4000
Areas Served:	Acton, Arlington, Bedford, Belmont, Billerica, Boxborough, Burlington, Carlisle, Concord, Lexington, Lincoln, Littleton, Maynard, Newton, Reading, Sudbury, Wayland, Weston, Waltham, Watertown, Wilmington, Winchester, and Woburn
Phone Number:	(781) 891-0724
Website:	https://reachma.org/
Email:	info@reachma.org
Cost Information:	Services are provided free of charge.
Populations Served:	Low-income individuals, parents with teenage sons, and survivors of domestic violence, including LGBTQ and male survivors.
Language Accessibility:	Hotline staff are trained to provide supportive and confidential services in English and Spanish.
Mental Health Care:	Community-Based Direct Support: Therapy and support groups are available to children and adolescents after an intake appointment.
Other Services:	Domestic Violence Assistance: Advocates provide emotional support and help survivors create a personal safety plan when instances of abuse occur. Emergency Shelter: Provides compassionate counseling and practical aid. Other Assistance: Connection to local resources, assistance with employment or housing, access to benefits, and accompaniment to court.

RISE AT JRI

RISE provides services to all people in the MetroWest area, inclusive of all races, ethnicities, gender identities, sexual orientations, education levels, ages, languages, religions, and geographic locations. Services include free confidential HIV services, housing search and advocacy, peer support services, LGBT services, and harm reduction. See page 19-20 for more information about JRI.

Areas Served:	MetroWest area
Website and Contact:	https://jri.org/services/health-and-housing/health/rise
Framingham GLASS Webpage:	https://linktr.ee/FraminghamGLASS
Cost Information:	Services are provided free of charge.

Office Address:	1 Grant Street, Suite 100, Framingham
Populations Served:	Youth ages 13+ in the MetroWest area, inclusive of all races, ethnicities, gender identities, sexual orientations, education levels, languages, religions, and geographic locations.
Language Accessibility:	Provides ASL services, translation services, interpreters, and written information in other formats. If you, your family, or your team require access to these tools or services, please contact the Program Director.
Mental Health Care:	<p>Framingham GLASS: One-on-one support, limited therapy, letters for gender-affirming surgery, and activities for LGBTQ+ youth of color.</p> <p>Peer Support Services: Individual one-on-one check-ins are available to community members living with HIV.</p>
Other Services:	<p>Harm Reduction Services: Staff provide substance use prevention and harm reduction counseling for enrolled clients by phone and video chat. Transportation assistance is available for in-person visits. Free access to tools to support overdose prevention and harm reduction practices, including Narcan.</p> <p>HIV Services: Testing, PEP and PrEP access, and case management.</p> <p>Housing Case Management: Meet one-on-one with clients via phone, through video chats or in-person appointments in the office when necessary.</p> <p>Medical Transportation: RISE can aid with transportation to medical appointments.</p> <p>STI/STD Services: Screening and access to free safer sex materials.</p> <p>Substance Use Services: Substance use disorder treatment, prevention, and education services available. Narcan available for free with insurance.</p>

MORE SERVICES IN MIDDLESEX COUNTY

Other services available in Middlesex County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization(s)	Page Number(s)
Statewide	Greater Boston	Boston GLASS	20
Suffolk			56
Social Connections			79
Gender-Affirming Care	Framingham	Edward M. Kennedy Community Health Center	72
Statewide	Greater Boston	Greater Boston PFLAG	24-25

Statewide	Merrimack Valley and the MetroWest	In Home Behavioral Services (JRI)	20-22
Statewide	Framingham, Lowell, and Somerville	Massachusetts Alliance of Portuguese Speakers (MAPS)	22-23
Statewide	Greater Lawrence	Massachusetts Home and Community Based Services (JRI)	20-22
Statewide Social Connections	Merrimack Valley	Merrimack Valley AGLY (McVAGLY)	17 79
Gender-Affirming Care	Marlborough	Planned Parenthood League of Massachusetts	75-76
Gender-Affirming Care	Cambridge, Everett, Malden, Revere, Somerville, and Winthrop	Transgender Services Guide, Cambridge Health Alliance (CHA)	71-72
Gender-Affirming Care	Framingham, Lawrence, and Lowell	Tufts Medical Center and Tufts Children's Hospital	77-78
Provider Directory	Acton-Boxborough, Arlington, Ayer-Shirley, Bedford, Billerica, Burlington, Chelmsford, Concord-Carlisle, Groton-Dunstable, Holliston, Hopkinton, Keefe Tech High School, Lexington, Lincoln-Sudbury, Littleton, Marlborough Advanced Math and Science Academy, Melrose, Natick, Newton, North Middlesex School District, Reading, Somerville, Stoneham, Tyngsborough, Wakefield, Waltham, Westford, Winchester, and Woburn	William James College Interface Referral Service	65
Social Connection	Cambridge	Youth on Fire	80

Nantucket County

HEALTH IMPERATIVES

Health Imperatives seeks to improve the health, safety, and economic security of individuals and families in communities throughout Southeastern Massachusetts by increasing access to health care. Supporting vulnerable youth is a core pillar of its work.

Phone Number:	(508) 228-9189
Website:	https://healthimperatives.org/nantucket/
Email:	info@healthimperatives.org
Cost Information:	Accepts most insurance, but no one is denied care because of inability to pay – services are offered at low or no cost. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Address:	20 Vesper Lane, #L3, Nantucket
Populations Served:	Immigrants, youth who are incarcerated or court-involved, and low-income individuals.
Mental Health Care:	DYS Youth Support: Psychiatric evaluations, assessments, and follow-ups, as well as wellness check-ups.
Other Services:	Gender-Affirming Health Care: Hormone therapy and exams. Reproductive Health Care: Exams for all genders, STD/STI prevention, screening and treatment, and family planning. HIV Care Services: Treatment and prevention, including PrEP and PEP.

MORE SERVICES IN NANTUCKET COUNTY

Other services available in Nantucket County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization(s)	Page Number(s)
Statewide	Cape & Islands	Cape & Islands Gay and Straight Youth Alliance (CIGSYA)	17
Social Connections			80
Statewide	Cape & Islands	In Home Behavioral Services (JRI)	20-22
Statewide	Cape & Islands	Massachusetts Home and Community Based Services (JRI)	20-22
Provider Directory	Nantucket County	William James College Interface Referral Service	65

Norfolk County

DOMESTIC VIOLENCE ENDED (DOVE)

Since its founding in 1978, DOVE has expanded from a crisis hotline to a multi-service organization, providing support for survivors and children of domestic violence. All services are survivor-centered, meaning they are compassionate and trauma-informed.

24/7 Crisis Hotline:	(617) 471-1234
Toll-Free:	(888) 314-3683
Areas Served:	Avon, Braintree, Canton, Cohasset, Dedham, Holbrook, Milton, Norwood, Quincy, Randolph, Sharon, Stoughton, Walpole, Westwood, and Weymouth
Phone Number:	(617) 770-4065
Website:	https://www.dovema.org/lgbqt
Cost Information:	Services are provided free of charge.
Populations Served:	All of DOVE’s services are LGBTQ/T-affirming people of all ages who have been abused emotionally, financially, physically, and/or sexually. Note: For teens under the age of 18, DOVE requires adult permission.
Language Accessibility:	Chinese Advocacy Program: Culturally and linguistically specific and trauma-informed counseling, advocacy, and assistance to survivors in Chinese and Chinese American communities. Services are available in Mandarin and English.
Mental Health Care:	LGBQ/T Program: Identity-specific counseling services and support groups which are affirming and knowledgeable about the unique challenges faced by LGBQ/T survivors of domestic or partner violence. Chinese Advocacy Program: Services include crisis intervention, emotional support, culturally specific safety planning, referrals, and support groups.
Other Services:	Community-Based Services: Advocacy and counseling support for survivors and family/friends of survivors. Civilian Domestic Violence Advocacy: Provides information about safety planning, emotional support, and other services. Emergency Shelter: Gender-inclusive refuge. Support Groups: Offered on a range of topics which occur throughout the year and includes groups for LGBQ/T relationships.

REACH BEYOND DOMESTIC VIOLENCE (REACH)

REACH provides a community-based approach to helping domestic violence survivors with safety, shelter, and a path to healing. REACH serves all survivors regardless of race, ethnicity, immigration status, gender identity or expression, sexual orientation, religion, or income level.

<u>24/7 Hotline:</u>	<u>(800) 899-4000</u>
Areas Served:	Brookline, Dedham, Needham, and Wellesley
Phone Number:	(781) 891-0724
Website:	https://reachma.org/
Cost Information:	Services are provided free of charge.
Populations Served:	Low-income individuals, parents with teenage sons, and survivors of domestic violence, including LGBTQ and male survivors.
Language Accessibility:	Hotline staff are trained to provide supportive and confidential services in English and Spanish.
Mental Health Care:	Community-Based Direct Support: Therapy and support groups are available to children and adolescents after an intake appointment.
Other Services:	Domestic Violence Assistance: Advocates provide emotional support and help survivors create a personal safety plan when instances of abuse occur. Emergency Shelter: Provides compassionate counseling and practical aid. Other Assistance: Connection to local resources, assistance with employment or housing, access to benefits, and accompaniment to court.

SAYFTEE

SAYFTEE serves people of diverse sexual orientation, gender identity, gender expression, and those who love them. SAYFTEE provides a nurturing environment for youth to discover the most authentic version of themselves. SAYFTEE’s goal is to provide a safe place for connection to help strengthen families and communities.

Areas Served:	Brookline and the Greater Boston area
Website and Contact:	https://www.sayftee.com
Cost Information:	Services may be covered in full or in part by health insurance. Most SAYFTEE clinicians are a preferred provider with many health plans, including: AllWays Partners, Blue Cross Blue Shield, Boston University Student Health Plan (Aetna), Harvard Pilgrim, Health Plans, Inc., Optum/United, UMR, and Tufts Public Plans (MassHealth). If your health plan is not on this list, reach out to SAYFTEE. With some plans, you should be able to receive insurance reimbursement for a portion of the cost of services, often 40-80% depending on the health coverage. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Address:	12 Sewall Avenue, Brookline
Populations Served:	LGBTQI+ children, adolescents, and adults.

Mental Health Care: **Therapy:** Individual, group, couples/relationship, and family therapy.
Support Groups: Age-specific for LGBTQ+ youth and groups for parents of trans and gender nonconforming children.

MORE SERVICES IN NORFOLK COUNTY

Other services available in Norfolk County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization(s)	Page Number(s)
Statewide	Greater Boston	Boston GLASS	20
Suffolk County			56
Social Connections			79
Statewide	Greater Boston	Greater Boston PFLAG	24-25
Statewide	Greater Boston	Massachusetts Home and Community Based Services (JRI)	20-22
Gender-Affirming Care	Norfolk, Quincy, and Wellesley	Tufts Medical Center and Tufts Children’s Hospital	77-78
Provider Directory	Avon, Braintree, Cohasset, Dedham, Franklin, King Philip School District, Medfield, Medway, Milton, Needham, Norwood, Walpole, Westwood, and Weymouth	William James College Interface Referral Service	65

Plymouth County

BROCKTON ALLIANCE OF GAY, LESBIAN, BISEXUAL, AND TRANSGENDER YOUTH (BRAGLY) AT HEALTH IMPERATIVES

BrAGLY is based out of Health Imperatives (page 54) in Brockton. It is also part of the AGLY Network (page 17), which is a statewide network of community-based organizations which ensure that LGBTQ youth have access to supports, services, and opportunities.

Phone Number: (508) 583-3005

Website: healthimperatives.org/lgbtq-support-bragly/

Cost Information: Services are provided free of charge.

Office Address:	942 West Chestnut Street, Brockton
Populations Served:	LGBTQIA+ youth up to age 19.
Language Accessibility:	English, Spanish, Portuguese, and Haitian Creole.
Mental Health Care:	Crisis Counseling: One-on-one counseling with specially trained staff for youth who have experienced trauma, including sexual and intimate partner violence, bullying, or harassment.
Other Services:	Support Group: Run by and for LGBTQIA+ youth ages 14-19 and supported by adult mentors.

DOMESTIC VIOLENCE ENDED (DOVE)

Since its founding in 1978, DOVE has expanded from a crisis hotline to a multi-service organization providing support for survivors and children of domestic violence. All services are survivor-centered, meaning they are compassionate and trauma-informed.

<u>24/7 Crisis Hotline:</u>	<u>(617) 471-1234</u>
<u>Toll-Free:</u>	<u>(888) 314-3683</u>
Areas Served:	Hingham and Hull
Phone Number:	(617) 770-4065
Website:	https://www.dovema.org/lgbqt
Cost Information:	Services are provided free of charge.
Populations Served:	All of DOVE's services are LGBQ/T-affirming for people of all ages who have been abused emotionally, financially, physically, and/or sexually. Note: For teens under the age of 18, DOVE requires adult permission.
Language Accessibility:	Chinese Advocacy Program: Culturally and linguistically specific and trauma-informed counseling, advocacy, and assistance to survivors in Chinese and Chinese American communities. Services are available in Mandarin and English.
Mental Health Care:	LGBQ/T Program: Identity-specific counseling services and support groups which are affirming and knowledgeable about the unique challenges faced by LGBQ/T survivors of domestic or partner violence. Chinese Advocacy Program: Services include crisis intervention, emotional support, culturally specific safety planning, referrals, and support groups.
Other Services:	Community-Based Services: Advocacy and counseling support for survivors and family/friends of survivors. Civilian Domestic Violence Advocacy: Provides information about safety planning, emotional support, and other services.

Other Services: **Emergency Shelter:** Gender-inclusive refuge. All program participants are supported and expected to be working towards long-term housing.
(Continued) **Support Groups:** Offered on a range of topics which occur throughout the year and includes groups for LGBTQ/T relationships.

HEALTH IMPERATIVES

Health Imperatives seeks to improve the health, safety, and economic security of individuals and families in communities throughout Southeastern Massachusetts by increasing access to health care. Supporting vulnerable youth is a core pillar of its work.

Phone Numbers:	Brockton: (508) 586-3800 Plymouth: (508) 746-8353 Wareham: (508) 984-5333
Website:	https://healthimperatives.org/brockton/
Email:	info@healthimperatives.org
Cost Information:	A New Day (Brockton and Plymouth Only): Free. Other Services: Accepts most insurance, but no one is denied care because of inability to pay – services are offered at low or no cost. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Populations Served:	Immigrants, youth who are incarcerated or court-involved, and low-income individuals.
Office Addresses:	111 Torrey Street, Brockton 123-1 Camelot Drive, Plymouth 106 Main Street, Wareham
Mental Health Care:	A New Day (Brockton and Plymouth Only): Confidential counseling for LGBTQ survivors of sexual assault. DYS Youth Support: Psychiatric evaluations, assessments, and follow-ups, as well as wellness check-ups.
Other Services:	Gender-Affirming Health Care: Hormone therapy and exams. HIV Care Services: Treatment and prevention, including PrEP and PEP. Reproductive Health Care: Exams for all genders, STD/STI prevention, screening and treatment, and family planning. Penelope's Place (Brockton Only): Emergency shelter and advocacy for survivors. Safe Plan (Brockton Only): Court and legal advocacy, as well as safety planning, for survivors of domestic and sexual violence.

MORE SERVICES IN PLYMOUTH COUNTY

Other services available in Plymouth County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization(s)	Page Number(s)
Statewide	Greater Boston	Boston GLASS	20
Suffolk County			56
Social Connections			79
Statewide	Greater Boston	Greater Boston PFLAG	24-25
Statewide	Southeast Massachusetts	In Home Behavioral Services (JRI)	20-22
Statewide	Greater Boston and Southeast Massachusetts	Massachusetts Home and Community Based Services (JRI)	20-22
Gender-Affirming Care	Brockton	Tufts Medical Center and Tufts Children's Hospital	77-78
Provider Directory	Marshfield, Middleborough, Plymouth, and Scituate	William James College Interface Referral Service	65

Suffolk County

BOSTON ALLIANCE OF GAY, LESBIAN, BISEXUAL AND TRANSGENDER YOUTH (BAGLY)

The AGLY Network (page 17) is a statewide network of community-based direct service organizations with the goal of ensuring that LGBTQ youth from the state have access to a broad array of supports, services, and opportunities. The Boston chapter is one of the longest-running youth-led, adult-supported LGBTQ+ organizations in the country.

Phone Number:	(617) 227-4313
Website:	https://www.bagly.org/
Email:	info@bagly.org
Cost Information:	Services are provided free of charge.
Office Address:	28 Court Square, Boston
Populations Served:	LGBTQ+ youth ages 25 and under for mental health services and a drop-in space. Specific spaces created for BIPOC and gender diverse groups.
Language Accessibility:	BAGLY provides ASL interpreters as needed.

Mental Health Care:	BAGLY Tea Time: Weekly confidential drop-in therapy session with a Licensed Clinical Social Worker. Online sessions are available for all Massachusetts residents. Other options include group and art therapies.
Other Services:	<p>Assistance Services: Housing and food assistance.</p> <p>Drop-In Center: Social support and community building programs led by and for LGBTQ+ youth, including art and family-style dinners.</p> <p>Health Insurance Assistance: Insurance and health care navigation.</p> <p>STD/STI Screening</p>

BOSTON GAY AND LESBIAN ADOLESCENT SOCIAL SERVICES (GLASS) AT JRI

Boston GLASS provides services to LGBTQ2IA+ (inclusive of lesbian, gay, bisexual, transgender, queer, questioning, Two-Spirit, intersex, asexual, pansexual, people living with HIV, and other sexual and gender minorities) youth of color, in addition to providing education and consultation to other providers and community organizations. See page 19-20 for more information about JRI.

Phone Number (HIV Services):	(978) 604-6937 (<i>call or text</i>)
Website and Contact:	https://jri.org/services/health-and-housing/health/boston-glass
Cost Information:	Services are provided free of charge.
Office Address:	555 Amory Street, Suite 2, Jamaica Plain
Populations Served:	LGBTQ2IA+ youth (ages 13-29) of color and those living with HIV.
Mental Health Care:	Counseling: Culturally responsive mental health support and clinical case management that are LGBTQ2IA+ specific including navigating the coming out process, gender identity transitions, healthy coping strategies, and support for family, work, and school issues.
Other Services: (Continued)	<p>Drop-In Community Center: LGBTQ2IA+ youth of color between the ages of 13-25. Includes access to support groups, educational workshops, social events, and basic necessities.</p> <p>STI/STD Services: Prevention, screening, and treatment services.</p> <p>HIV Services: Screening, health navigation, treatment, support groups, one-to-one support, and PrEP.</p>

BOSTON HEALTH CARE FOR THE HOMELESS (BHCHP)

BHCHP works to provide high-quality health care for all individuals and families experiencing homelessness. BHCHP's Transgender Program is the only clinic providing specialized service to homeless or at-risk transgender individuals in Boston.

Phone Number:	(857) 654-1600
Website:	https://www.bhchp.org/
Cost Information:	Services are provided free of charge.
Office Address:	Jean Yawkey Place, 780 Albany Street, Boston
Populations Served:	Transgender people in Boston who are homeless or at risk of becoming homeless.
Mental Health Care:	Crisis intervention, behavioral health care, weekly support groups, and case management.
Other Services:	<p>Health Care Services: Primary care and walk-in urgent care.</p> <p>HIV Services: Screening and counseling.</p> <p>Legal Services: Free monthly legal clinic offered by Massachusetts Transgender Legal Advocates.</p>

THE MEETING POINT

The Meeting Point is a collaborative of independent mental health providers. In addition to providing therapy, the collaborative also works with community groups and other grassroots organizations to feature local artists and hosts community events.

Website and Contact:	http://themeetingpoint.org/
Cost Information:	Providers offer a range of services and many methods of payment, including insurance or sliding scale offerings. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Address:	3464 Washington Street, Jamaica Plain
Populations Served:	Specializes in communities where people's medical needs have been unrecognized and under-served. This includes people of color, those with physical and psychiatric disabilities, and queer and trans people of all genders and identities. Also serves all relationship and family structures.
Language Accessibility:	English, and some services are available in Spanish.
Mental Health Care:	Meeting Point therapists specialize in working with LGBTQI individuals, persons with disability, and those who have experienced trauma, in addition to other areas of expertise.

SAYFTEE

SAYFTEE serves people of diverse sexual orientation, gender identity, gender expression, and those who love them. SAYFTEE provides a nurturing environment for youth to discover the most authentic version of themselves. SAYFTEE's goal is to provide a safe place for connection to help strengthen families and communities.

Areas Served:	Brookline and the Greater Boston area
Website and Contact:	https://www.sayftee.com
Cost Information:	<p>Services may be covered in full or in part by health insurance. Most SAYFTEE clinicians are a preferred provider with many health plans, including: AllWays Partners, Blue Cross Blue Shield, Boston University Student Health Plan (Aetna), Harvard Pilgrim, Health Plans, Inc., Optum/United, UMR, and Tufts Public Plans (MassHealth).</p> <p>If your health plan is not on this list, reach out to SAYFTEE. With some plans, you should be able to receive insurance reimbursement for a portion of the cost of services, often 40-80% depending on the health coverage. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i></p>
Office Address:	12 Sewall Avenue, Brookline
Populations Served:	LGBTQI+ children, adolescents, and adults.
Mental Health Care:	Therapy: Individual, group, couples/relationship, and family therapy. Support Groups: Age-specific for LGBTQ+ youth and groups for parents of trans and gender nonconforming children.

SIDNEY BORUM JR. HEALTH CENTER AT FENWAY COMMUNITY HEALTH CENTER

Fenway Health provides equitable, accessible health care and education by centering LGBTQ people, BIPOC individuals, and other underserved communities. All medical providers at Fenway Health are trained in and provide trans care, including hormone treatments. The Sidney Borum Jr. Health Center provides safe, non-judgmental care for LGBTQ youth who may not feel comfortable in other health care settings. For more information about Fenway Health's gender-affirming care services, see page 72-73 of the Gender-Affirming Care section.

Peer Listening Line:	(617) 267-2535
Toll-Free:	(888) 399-7337 <i>Available Monday-Saturday, 5:00pm-10:00pm</i>
Phone Number:	(617) 457-8140
Website:	https://fenwayhealth.org/info/locations/the-borum/

Cost Information:	Services are provided free of charge or sliding scale. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i> Health insurance assistance is also provided.
Office Address:	75 Kneeland Street, Boston
Populations Served:	LGBTQ youth of all genders ages 12-29, individuals who are HIV-positive, and individuals who are homeless.
Language Accessibility:	24/7 professional medical interpretation services in 16 languages free of charge, including: Arabic, Cantonese, Cape Verdean Creole, French, Greek, Haitian Creole, Hindi, Italian, Khmer, Korean, Mandarin, Portuguese, Russian, Somali, Spanish, and Vietnamese. For other languages, ask staff members for assistance.
Mental Health Care:	Therapy, psychiatry, and substance use disorder treatment.
Other Services:	HIV/STI Support: Testing, counseling, and treatment. Medical Care: Gender-inclusive health care, including sports physicals.

MORE SERVICES IN SUFFOLK COUNTY

Other services available in Suffolk County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization(s)	Page Number(s)
Gender-Affirming Care	Boston	Boston Children’s Hospital	69
Gender-Affirming Care	Boston	Boston Medical Center	70-71
Social Connection	Boston	COMPASS	79
Social Connection	Boston	Congregation Am Tikva	79
Social Connection	Boston	Dignity Boston	79
Gender Affirming Care	Boston	Fenway Health – Transgender Youth Clinics	72-73
Statewide	Greater Boston	Greater Boston PFLAG	24-25
Social Connection			80
Social Connection	Boston	Keshet	79
Statewide	Brighton and Dorchester	Massachusetts Alliance of Portuguese Speakers (MAPS)	22-23
Gender-Affirming Care	Boston	Massachusetts General Hospital	74
Statewide	Greater Boston	Massachusetts Home and Community Based Services (JRI)	20-22 37

Gender-Affirming Care	Boston	Planned Parenthood League of Massachusetts	75-76
Social Connection	Boston	True Colors OUT Youth Theater	79
Gender-Affirming Care	Boston	Tufts Medical Center and Tufts Children's Hospital	77-78

Worcester County

AIDS PROJECT WORCESTER

AIDS Project Worcester is dedicated to ending the HIV/AIDS pandemic through service, advocacy, prevention, education, and collaborative initiatives in Central Massachusetts.

Areas Served:	Central Massachusetts
Phone Number:	(508) 755-3773
Website:	https://www.aidsprojectworcester.org/
Cost Information:	Services are provided free of charge.
Office Address:	165 Southbridge Street, Worcester
Populations Served:	Individuals with HIV/AIDS, individuals who are homeless, and Spanish-speakers.
Language Accessibility:	English and Spanish, with translation services available for additional languages.
Mental Health Care:	Crisis management, counseling, and peer support services.
Other Services:	<p>Assistance Services: Housing, transportation, nutrition, legal, and emergency support.</p> <p>Health Care Services: Medical case management and medication adherence programs.</p> <p>STD/STI Services: Prevention, outreach, harm, and risk-reduction services for the LGBTQ community; screening; counseling; education; and emotional support.</p> <p>Supporters of Worcester Alliance of Gay, Lesbian, Bisexual, and Transgender Youth (SwAGLY): (see Social Connections, page 80).</p>

LGBT ASYLUM TASK FORCE

The LGBT Asylum Task Force is a ministry of Hadwen Park Congregational Church that welcomes LGBTQ people of all faith traditions. The Task Force provides comprehensive support to asylum seekers for the entire time period during which assistance is needed, including housing, food, and connections to community resources.

Phone Number:	(774) 261-8199
Website:	http://www.lgbtasyllum.org/
Cost Information:	Services are provided free of charge.
Office Address:	6 Clover Street, Worcester
Populations Served:	Immigrants and refugees.
Mental Health Care:	Referral to Local Agencies: Connections to mental health resources relevant to LGBTQ asylum seekers.
Other Services:	Assistance Services: Housing and food assistance. Community Referrals: Connections to legal and medical health resources at local agencies.

PATHWAYS FOR CHANGE, INC.

Pathways for Change, Inc. provides multicultural services to those whose lives have been changed by sexual violence, understanding it crosses all boundaries of race, age, language, gender identity, sexual orientation, economic situation, disability, and religion. For more information about services for deaf survivors of sexual or domestic violence based out of Pathways for Change, see page 19 for the Deaf Survivors Program.

24/7 Toll-Free Hotline:	1 (800) 870-5905
24/7 ASL Video Phone:	(508) 502-7681
Areas Served:	Central Massachusetts, including the Greater Worcester area and the cities of Fitchburg, Leominster, and Gardner
Phone Number:	(508) 853-7600
Website:	http://www.pathwaysforchange.help/
Cost Information:	Services are provided free of charge.
Office Addresses:	588 Main Street, Worcester 275 Nichols Road, Fitchburg
Populations Served:	Survivors of sexual assault, incest, child sexual abuse, or any form of sexual violence, as well as their family and friends.
Language Accessibility:	Services are offered in English, Spanish, and ASL. Certified interpreters are available for assistance with additional languages. See page 19 for the Deaf Survivors Program.
Mental Health Care:	Peer counseling: Face-to-face peer support services for survivors. Resources for support network: Peer support services and resources for family and friends of survivors. Support groups: Healing circles provide a space for emotional and practical support and the exchange of information and resources.

SAFE HOMES

Safe Homes is a program led by youth, professional staff, and volunteer adult advisors who offer support and resources to LGBTQIA+ young people in a safe and supportive environment.

Areas Served:	Central Massachusetts
Phone Number:	(508) 755-0333
Website:	http://safehomesma.org/
Email:	safehomes@openskycs.org
Cost Information:	Services are provided free of charge.
Office Locations:	4 Mann Street, Worcester Fitchburg State University, Fitchburg
Populations Served:	LGBTQIA+ youth between the ages of 14-23.
Mental Health Care:	Counseling: Confidential one-on-one counseling, with extra support for homeless youth.
Other Services:	Homelessness: Hot meals, emergency backpacks (with hygiene products, school supplies, etc.), and transportation services for homeless youth. Transgender Resource Center: Only at Worcester site. Drop-In Center: Support groups meet weekly. HIV Screening: On-site testing and referrals.

TEENLINE AT DIAL/SELF YOUTH AND COMMUNITY SERVICES

DIAL/SELF supports youth in the North Quabbin region by empowering them to safely engage in community and prioritize their wellbeing. TeenLine reaches out to at-risk youth to prevent homelessness and sexual exploitation. Specific programming is available for LGBTQ youth.

Areas Served:	Franklin County and the North Quabbin region
Phone Number:	(413) 774-7054 ext. 4
Website:	http://www.dialself.org/teenline.html
Cost Information:	Services are provided free of charge.
Office Addresses:	196 Federal Street, Greenfield 277 Main Street, 3 rd Floor, Greenfield <i>Mondays and Wednesdays, 2:00pm-7:00 pm</i> 131 West Main Street, Suite 226, Orange <i>By appointment</i>

Populations Served:	Youth, including older foster care youth and homeless teens. Specific programming is available for LGBTQ youth.
Mental Health Care:	TeenLine: Youth, parents, guidance counselors, and other trusted adults can call or stop by for counseling, case management, and referrals.
Other Services:	Housing Assistance: Transitional housing, warming centers, emergency housing, and other supported housing projects to assist homeless youth. Safe Place program connects youth with immediate help and safety 24/7. Assistance Services: Advocacy and resource information are available. Drop-in centers feature clothing, food pantries, hygiene products, and laundry access.

MORE SERVICES IN WORCESTER COUNTY

Other services available in Worcester County that provide mental health care, gender-affirming care, or social connections are included in other sections throughout the Resource Guide.

Section(s)	Area(s) Served	Organization(s)	Page Number(s)
Gender-Affirming Care	Milford and Worcester	Edward M. Kennedy Community Health Center	72
Social Connection	Worcester	Love Your Labels	80
Gender-Affirming Care	Worcester	Planned Parenthood League of Massachusetts	75-76
Provider Directory	Fitchburg, Holden-Jefferson, Leominster, Lunenburg, Northborough, Paxton, Princeton, Rutland, Shrewsbury, Southborough, Sterling, Westborough, and Winchendon	William James College Interface Referral Service	65

Mental Health Provider Directories

Below are provider directories, where you can search for independent therapists or gender-affirming care providers. These directories either focus on LGBTQ2IA+ populations or allow for filtering based on sexual orientation and gender identity, providing options for young people and their trusted adults searching for care providers. Additional information about search filters is provided so you may find a provider best suited to your needs. These resources are listed alphabetically.

InnoPsych

InnoPsych's mission is to make it faster (and easier) for people of color to match with a therapist of color, to create a major shift in how people of color view therapy, and to make therapists of color more visible in the community.

Website:	https://www.innopsych.com/
Filter Options:	State; Specialty (including LGBTQIA+); Method of Delivery; Ethnicity; and Type of Insurance.

Massachusetts Behavioral Health Partnership (MBHP)

MBHP manages behavioral health care for MassHealth Members. With its network of providers, MBHP offers high quality, accessible, and culturally sensitive health care to eligible members.

Website:	https://www.masspartnership.com/member/FindBHProvider.aspx
Filter Options:	Location; Gender; Specialty (including Adolescent, Gay/Lesbian/Bisexual, and Transgender); Language; Age; Accessibility; Cultural Competency; Accepting New Patients; and Certification.
MassHealth Plans Covered:	MassHealth Primary Care Clinician (PCC) Plan, Community Care Cooperative (C3), Mass General Brigham ACO, Steward Health Choice, the BeHealthy Partnership, and others. Also provides services to children in state custody.

National Queer and Trans Therapists of Color Network (NQTTCN)

NQTTCN is a community encompassing people of all races and ethnicities (including Black, Indigenous, Latinx, Arab, Middle Eastern, Asian, Pacific Islander, and mixed-race) who are LGBTQ/T2 or gender non-conforming, genderqueer, and non-binary. The community is committed to increasing access to healing justice resources for queer and trans people of color.

Website:	https://nqttcn.com/en/
Filter Options:	Zip Code; Proximity; Accepting New Clients; Telemental Health Option; Sliding Scale Option; and Language Spoken.

Network of Care

This online directory includes more than 5,000 listings of programs and organizations in Massachusetts that offer mental health treatment and other services. The website also provides resources that can help you find mental health care givers who serve specific racial, ethnic, or cultural identity groups.

Website: <https://massachusetts.networkofcare.org/mh/index.aspx>

Filter Options: Specialty (including Caregiver Support & Services, Educational Opportunities, Emergency, Crisis & Diversionary Services, Financial/Expense Assistance, Food Assistance, Health Insurance & Benefits, Housing & Shelter, Immigration Support Services, Information & Referral, Mental Health [Adults, Children & Adolescents, Inpatient], Self-Help & Peer Support, Substance Use, Suicide Prevention & Support, Transition Age Youth & Young Adults, and Violence, Abuse, & Neglect); Language; and Zip Code.

OutCare Health

OutCare is the first comprehensive resource for LGBTQ+ health care in the country, offering provider and health care resource directories, mentorship, medical education reform, and cultural competency training. The website includes a directory of health care providers who identify as culturally competent in LGBTQ+ community care.

Website: www.outcarehealth.org/

Email: info@outcarehealth.org

Filter Options: Location and Specialty (including Mental Health).

Therapy Den

Therapy Den is a national mental health provider directory which seeks to make finding a therapist easy and centers social justice, including intergenerational trauma and the political climate.

Website: www.therapyden.com/

Filter Options: Specialty (including Cultural and Systemic Oppression [Historical/ Intergenerational Trauma, Immigration/Acculturation, Political Climate], Disability, Gender Identity, Health Condition, Identity, Location, Modality of Treatment, Relationships [Abuse, Family Conflict, Parenting, Polyamorous and Open Relationships], and Violence and Trauma); Zip Code; and Insurance.

William James College Interface Referral Service

The William James College Interface Referral Service hosts a free and confidential mental health and wellness referral Helpline which helps match patients with licensed mental health care givers based on location, health insurance plan, and type of service. The Referral Service may also answer questions regarding mental health care.

Helpline:	(617) 332-3666
Toll-Free:	(888) 244-6843 <i>Monday through Friday, 9:00am-5:00pm</i>
Areas Served:	<p>Bristol County: Norton</p> <p>Essex County: Lynnfield, Peabody, and Swampscott</p> <p>Middlesex County: Acton-Boxborough, Arlington, Ayer-Shirley, Bedford, Billerica, Burlington, Chelmsford, Concord-Carlisle, Groton-Dunstable, Holliston, Hopkinton, Keefe Tech High School, Lexington, Lincoln-Sudbury, Littleton, Marlborough Advanced Math and Science Academy, Melrose, Natick, Newton, North Middlesex School District, Reading, Somerville, Stoneham, Tyngsborough, Wakefield, Waltham, Westford, Winchester, and Woburn</p> <p>Nantucket County</p> <p>Norfolk County: Avon, Braintree, Cohasset, Dedham, Franklin, King Philip School District, Medfield, Medway, Milton, Needham, Norwood, Walpole, Westwood, and Weymouth</p> <p>Plymouth County: Marshfield, Middleborough, Plymouth, Scituate</p> <p>Worcester County: Fitchburg, Holden-Jefferson, Leominster, Lunenburg, Northborough, Paxton, Princeton, Rutland, Shrewsbury, Southborough, Sterling, Westborough, and Winchendon</p>
Website:	https://interface.williamjames.edu/
Cost Information:	Services are provided free of charge.
Mental Health Care:	Sexual Orientation and Gender Identity is listed as a mental health care topic for which individuals may request support and be matched with a provider who should be able to provide culturally competent care.
Other Services:	The William James College Interface is a mental wellness-focused website which includes resources specifically for teenagers. For more information, visit https://interface.williamjames.edu/guide/websites-especially-teens .

World Professional Association for Transgender Health (WPATH)

WPATH is an organization devoted to transgender health. The website includes a health care provider search, which also has options to search for mental health providers.

Website:	https://www.wpath.org/provider/search
Filter Options:	Specialty (including Behavioral Health, Counseling, LGBTQ Therapy, Professional Counselor, Psychiatry, Psychology, Social Work, Speech and Voice, and Vocal Therapists); and Location.

Gender-Affirming Care

Gender-affirming care is essential medical care for gender diverse people that *everyone* should be able to access. In July 2022, Massachusetts passed a law that establishes access to gender-affirming health care services (defined as including “all supplies, care, and services of a medical, behavioral health, mental health, surgical, psychiatric, therapeutic, diagnostic, preventative, rehabilitative, or supportive nature relating to the treatment of gender dysphoria”) as a protected civil right.³⁰ Research shows that access to gender-affirming care improves health outcomes, including mental health, and providing gender diverse youth with appropriate health care can help prevent suicide.³¹

Unfortunately, transgender people – transgender children and young adults in particular – still face many barriers in accessing gender-affirming care. This access gap can negatively impact both medical and mental health.

In 2018, the Kaiser Family Foundation found that most medical schools only provide training around HIV prevention and care, and fail to address other health issues experienced by the LGBTQ2IA+ community.³² This lack of knowledge specifically impacts the transgender community. A 2021 report from the Center for American Progress revealed that nearly 50% of transgender individuals, including 68% of transgender people of color, experienced outright mistreatment by medical providers, including care refusal and verbal or physical abuse.³³ As a result, many transgender individuals avoid receiving medical care out of fear of mistreatment and experiences of gender dysphoria, prolonging health issues and concerns.

However, as mentioned earlier in this Guide, the largest-ever survey of transgender adults in the United States found that those who began hormone treatment in adolescence were less likely to experience major mental health disorders, struggle with substance use disorders, or have suicidal thoughts.³⁴ Because the AGO recognizes the importance of gender-affirming care and the work that society still needs to do to better provide care and access to health care to the transgender community, this section is included in the Resource Guide to help centralize existing services that do provide knowledgeable, specialized care. Any young person or transgender person who would like to

30 “An Act Expanding Protections for Reproductive and Gender-Affirming Care,” Massachusetts General Laws, Chapter 127, July 29, 2022, <https://malegislature.gov/Laws/SessionLaws/Acts/2022/Chapter127>.

31 “Gender-Affirming Care for Youth,” Trevor Project, published January 29, 2020, <https://www.thetrevorproject.org/research-briefs/gender-affirming-care-for-youth/>.

32 “Health and Access to Care and Coverage for Lesbian, Gay, Bisexual, and Transgender (LGBT) Individuals in the U.S.,” Kaiser Family Foundation, published May 3, 2018, <https://www.kff.org/report-section/health-and-access-to-care-and-coverage-lgbt-individuals-in-the-us-health-challenges/>.

33 Lindsay Mahowald, Mathew Brady, and Caroline Medina. “Discrimination and Experiences Among LGBTQ People in the US: 2020 Survey Results,” Center for American Progress, published April 21, 2021, <https://americanprogress.org/issues/lgbtq-rights/news/2021/04/21/498521/discrimination-experiences-amonglgbtq-people-us-2020-survey-results/>.

34 Digitale, “Better mental health found among transgender people who started hormones as teens.”

receive gender-affirming care should do so and is encouraged to reach out to experienced health care providers. There are many care givers who have the expertise to support transgender individuals and to do so with the compassion and care that everyone deserves. For transgender and gender-diverse people, gender-affirming care is mental health care, and can lead to long-term positive outcomes.

Below is a list of some medical care options which provide support or access to gender-affirming care for members of the LGBTQ2IA+ community. Health care providers may offer puberty blockers, hormone therapy, speech therapy, hair removal, or other forms of gender-affirming care. Most importantly, gender-affirming care is about providing culturally competent and trauma-informed care for everyone. These resources are listed alphabetically.

For questions that may arise about confidentiality of treatment, prior authorization, payment issues, flip to the Common Questions and Concerns section on page 82.

Baystate Health, Pediatric Gender Program

In Baystate’s Pediatric Gender Program (part of its Pediatric Endocrinology and Diabetes practice), endocrinologists and behavioral health specialists collaborate to provide care for gender diverse adolescents. Depending on the youth’s needs, medication treatment and hormone therapy are available.

Phone Number:	(413) 794-KIDS (5437)
Website:	https://www.baystatehealth.org/services/pediatrics/specialties/endocrinology-diabetes
Cost Information:	Patients who are uninsured or underinsured may complete an application to determine eligibility for free or reduced cost health care. Eligibility varies depending on the program but is generally based on federal poverty guidelines. Baystate Health participates in most local insurance programs. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Locations:	Northampton and Pittsfield
Populations Served:	Gender diverse adolescents are eligible for treatment in the Pediatric Gender Program once they have reached stage two of puberty, met with a therapist who specializes in gender dysphoria for six months, and received a letter of support from a therapist and psychologist confirming gender dysphoria and recommended treatment.
Language Accessibility:	Interpretation is provided 24/7 in languages including: Akan, Arabic, Bosnian, French, Greek, Italian, Khmer, Korean, Polish, Portuguese, Russian, Somali, Spanish, Swahili, and Vietnamese. On evenings, nights, weekends and holidays, the on-site Spanish interpreter acts as a liaison to all other interpreters and interpreting agencies.

Language Accessibility: (Continued)	ASL is also provided by Deaf Talk (a two-way video system), which allows the provider to speak via portable TV/video system with a trained sign language interpreter off-site. Telephonic interpretation is also available when a patient needs assistance.
Mental Health Care:	Referrals: Therapy for individuals and couples, family and parenting services, and support groups.
Gender-Affirming Care:	Gender-Affirming Hormone Therapy: Includes puberty blockers. Reproductive Health Services: LGBTQ+ affirming gynecological care. STD/STI Testing

Boston Children’s Hospital (BCH), Gender Services

BCH’s Gender Services specializes in mental and medical health care services for transgender, intersex, and gender nonconforming children and youth. Their approach includes the opportunity to collaborate with multidisciplinary teams from a range of specialties, including social work, psychology, endocrinology, urology, and others.

Phone Number:	(617) 355-4367
TTY:	(617) 355-6603/TTY
Website:	https://www.childrenshospital.org/programs/gender-services
Cost Information:	BCH physicians participate in a number of insurance plans; however, participation in these plans is not a guarantee of payment or coverage for Gender Services treatments. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i> Many insurance companies require a referral or prior authorization for coverage of services. For additional tips about navigating payment, <i>see the Common Questions and Concerns section starting at page 82.</i>
Office Location:	Boston (Longwood Medical Area)
Populations Served:	Intersex, transgender, and gender nonconforming.
Language Accessibility:	Interpreter Services arrange for interpreters in more than 35 languages to assist patients and families. Available at the hospital during defined times: Spanish (weekdays 7:00am-8:00pm, weekends 8:00am-8:00pm) Arabic (weekdays 7:00am-5:30pm, weekends 8:00am-5:30pm) ASL interpreter available through page operator at (617) 344-6399
Behavioral Health, Endocrinology, and Urology:	Provides ongoing, specialized mental and medical health care to infants, children, adolescents, and young adults with differences or disorders of sexual development.

Boston HIV Adolescent Providers and Peer Education Network for Services:	Provides STI/STD testing and HIV care, including testing, counseling, PEP treatment, and PrEP access, for youth ages 13-25. Payment: STI testing billed through insurance. HIV care is free. Patients must contact insurance provider to determine coverage.
Gender Multispecialty Service:	Specialists offer consultations, assessments, and care to gender-diverse children and youth. Provides mental and medical health services and collaborates with schools, therapists, pediatricians, and other providers to develop an individualized treatment plan.

Boston Medical Center (BMC), Child and Adolescent Transgender Center for Health (CATCH)

CATCH is committed to providing support and care to children and youth spanning the gender spectrum and supporting their families through the transition process. Patients and families meet with a multidisciplinary team during their first visit to review medical, mental health, and gender histories, followed by a discussion options available for gender-affirming care.

Phone Number:	(617) 414-4841
Website:	https://www.bmc.org/transgender-child-adolescent-center
Cost Information:	BMC accepts a number of insurance plans. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i> Financial Assistance: BMC helps uninsured and underinsured individuals apply for health coverage through either a public assistance program or their financial assistance program (including, but not limited, to MassHealth, the Children’s Medical Security Program, the Health Safety Net, and Medical Hardship). BMC provides financial assistance to low-income uninsured and underinsured patients who are Massachusetts residents and with incomes of up to 300% of the federal poverty level. A Massachusetts resident of any income may qualify for medical hardship through the Health Safety Net if allowable medical expenses have drained their income such that they are unable to pay for health services. Patients requesting financial assistance should complete the confidential Financial Assistance Program Application, available in Cape Verdean Creole, English, Haitian Creole, Portuguese, and Spanish.
Office Location:	Boston (South End)
Populations Served:	Children, adolescents, and young adults across the gender spectrum.
Language Accessibility:	Professional medical interpretation services in 16 languages available 24/7.
Mental Health Care:	Individual therapeutic support and connection to community resources.

Gender-Affirming Care:	<p>Gender-Affirming Hormone Therapy</p> <p>Referrals: Care coordination with other transgender medicine services at BMC, including voice training or surgical services.</p> <p>Community Support: Parent education and family support.</p>
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Cambridge Health Alliance (CHA), Transgender Services Guide

CHA is a network of community health organizations in Boston’s Metro North region. CHA has integrated gender-affirming care across its network, recognizing that the transgender community has unique needs that cross departments of care. The Transgender Services Guide helps people with diverse gender orientation or expression navigate the CHA system and access necessary services. For more information on CHA’s mental health services for children with diverse sexual orientation, gender identities, and gender expression, see page 41.

Areas Served:	Cambridge, Everett, Malden, Revere, Somerville, and Winthrop
Transgender Services Guide:	https://www.challiance.org/services-programs/primary-care/lgbtq-plus-living-well/transgender-care
Cost Information:	<p>CHA accepts most major health insurance, including Medicare, Health Safety Net, and most forms of MassHealth (Medicaid). <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i></p> <p>CHA provides health insurance assistance. Call (617) 665-1100 to get in touch with the Financial Assistance Office.</p> <p>Those who are at risk for HIV can receive HIV tests, counseling, and referrals for services and treatments regardless of ability to pay and do not need to be a CHA patient.</p>
Office Locations:	CHA has 30 health clinic locations across Metro North Boston. Check online to for accessibility information.
Populations Served:	CHA primary care patients are given top priority for office visits, followed by others who live in Cambridge, Chelsea, Everett, Malden, Revere, Somerville, and Winthrop.
Language Accessibility:	Trained, professional interpreters available in all languages free of charge. Free written translation services are available in all languages upon request. Contact the health care team to request translation services.
Gender-Affirming Care:	<p>Endocrinology/Pediatric Endocrinology: Helps facilitate transition with hormone therapy and assistance with referrals for gender-affirming surgery at CHA, Boston Medical Center, or other providers if preferred.</p> <p>Primary Care/Pediatric Care: LGBTQ+ affirmative primary care and Family Medicine Practice has a focus on transgender care.</p> <p>Reproductive Health Services: LGBTQ+ affirming gynecological care.</p>

Gender-Affirming Care:	STD/STI Testing and Treatment
	<i>(Continued)</i>
HIV Services:	(617) 591-6767 Cambridge and Somerville, Monday-Friday 9:00am – 5:00pm Confidential testing, prevention, referrals, and a multidisciplinary approach to care including primary care, specialty care, mental health, and social services.

Edward M. Kennedy Community Health Center

The Edward M. Kennedy Community Health Center seeks to ensure that everyone has access high-quality and compassionate health care. Staff are trained in trans and LGB/Q+ needs in order to provide services in both mental and medical health care.

Phone Number:	(800) 853-2288
Website:	https://www.kennedychc.org/services/lgbtq
Cost Information:	Private insurance, MassHealth, Medicaid, and self-pay are accepted for services, and if for any reason insurance cannot be accessed, a sliding fee schedule is available. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i> Provides health insurance assistance.
Office Locations:	Framingham, Milford, and Worcester (East Side)
Populations Served:	Behavioral health providers only see patients who receive medical care at Edward M. Kennedy Community Health Center.
Language Accessibility:	Staff provides care in 34 languages and has an interpretation program.
Mental Health Care:	Behavioral Health: A list of providers self-identified as LGBTQIA+ knowledgeable and experienced is available at the link provided above.
Gender-Affirming Care:	Gender-Affirming Hormone Therapy: Monitoring and referrals for gender-affirming surgery. HIV Care and Services: Includes screening and access to PEP and PrEP. Medication-Assisted Treatment (MAT) Program: Substance use disorder treatment services. STD/STI Testing

Fenway Community Health Center, Transgender Youth Clinics

Fenway Health provides health care, supportive services, and education that center LGBTQIA+ people, BIPOC individuals, and other underserved communities. Gender-affirming medical care is considered

a part of primary care, including puberty blockers and hormone treatments. Fenway Health providers work together with patients and their families toward their specific goals and put together individualized care plans, which are a unique part of the program. See also the Sidney Borum Jr. Health Center on page 58-59.

Phone Number:	(857) 347-5349
Behavioral Health:	(617) 927-6202
All Access Hours:	(857) 313-6589
Website:	https://fenwayhealth.org/care/medical/transgender-health/youth/
Email:	transyouth@fenwayhealth.org
Cost Information:	<p>Accepts most major health plans, including MassHealth. However, new patients with MassHealth will likely have to change their PCP to Fenway Health. No one is denied care based on ability to pay. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i></p> <p>Fenway Health also provides health insurance assistance.</p>
Office Locations:	Boston (Back Bay, Chinatown, and Fenway)
Populations Served:	Transgender, non-binary, and gender diverse patients. Ansin Building and Fenway locations serve patients of all ages in Family Medicine. The Borum Center serves only patients who are 12-29 years old.
Language Accessibility:	Fenway Health offers language interpretation free of charge. Direct phone access to an interpreter is available in: Albanian, Arabic, Cantonese, Cape Verdean Creole, French, Greek, Haitian Creole, Hindi, Italian, Khmer, Korean, Mandarin, Portuguese, Russian, Somali, Spanish, and Vietnamese. For additional languages, ask staff for assistance.
Mental Health Care:	Therapy: Episodic treatment for patients ages 12 and up. Call to ask about the wait time for starting treatment and whether services fit.
Gender-Affirming Care:	Gender-Affirming Hormone Therapy: Operates using informed consent, which includes conversations between patients and medical providers, discussion of goals for gender affirmation, shared decision making, and management of current medical or behavioral health concerns for all trans and gender diverse patients.
Other Services:	All Access Hours: Anyone who has questions or is interested in learning more about the Trans Health Program has access to a free 20-minute appointment with a patient advocate.

Health Imperatives

Health Imperatives seeks to improve the health, safety, and economic security of individuals and families in communities throughout Southeastern Massachusetts by increasing access to health care. Supporting vulnerable youth is a core pillar of its work.

Areas Served:	Southeastern Massachusetts
Phone Numbers:	Brockton: (508) 586-3800 Hyannis: (508) 771-8010 Nantucket: (508) 228-9189 New Bedford: (508) 984-5333 Plymouth: (508) 746-8353 Vineyard Haven: (508) 693-1208 Wareham: (508) 984-5333
Cost Information:	Accepts most insurance, but no one is denied care because of inability to pay – services are offered at low or no cost. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Website:	https://healthimperatives.org/
Email:	info@healthimperatives.org
Office Locations:	Brockton (additional information on pg. 54), Hyannis, Nantucket (additional information on pg. 42), New Bedford, Plymouth (additional information on pg. 54), Vineyard Haven, and Wareham (additional information on pg. 54)
Populations Served:	Immigrants, youth who are incarcerated or court-involved, and low-income individuals.
Mental Health Care:	DYS Youth Support: Psychiatric evaluations, assessments, and follow-ups, as well as wellness check-ups.
Gender-Affirming Care:	Gender-Affirming Hormone Therapy Reproductive Health Care: Exams for all genders; STD/STI prevention screening and treatment; and family planning. HIV Care Services: Treatment and prevention, including access to PrEP and PEP.

Massachusetts General Hospital (MGH), Transgender Health Program

The Transgender Health Program works within the Department of Medicine and across MGH to ensure a welcoming environment for all. The Transgender Health Program serves as an interdisciplinary hub for patients, linking them to specialists throughout the Mass General Network.

Phone Number:	(617) 643-7210
Website:	https://www.massgeneral.org/transgender-health-program

Cost Information:	<p>At each appointment the patient must provide their Mass General Medical Record Number, insurance card, referral (if insurance requires it), and co-payment, if applicable. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i></p> <p>Some insurance requires that patients obtain a referral from their PCP to receive Transgender Health Program services. If a referral is needed but not obtained, the patient is responsible for the payment.</p>
Office Location:	Boston (West End)
Populations Served:	Transgender and gender diverse.
Language Accessibility:	<p>Languages Available On-Site: Arabic, Cantonese, English, French, French Creole, Italian, Khmer, Mandarin, Portuguese, Russian, and Spanish.</p> <p>Other Translation Services: More languages are available by interpreters who are off-site. Medical interpreters may be requested in advance of appointments.</p> <p>Services for Deaf Patients: Full-time ASL interpreter services, on-call ASL interpreter services overnight and weekends, Communication Access Real-Time Translation Services, video remote interpreting, and other options are available.</p>
Gender-Affirming Care:	<p>Comprehensive Primary Care: Includes pediatrics.</p> <p>Gender-Affirming Hormone Therapy: Endocrine and hormone management.</p> <p>Referrals: Behavioral health and surgical services.</p>

Planned Parenthood League of Massachusetts (PPLM)

The mission of PPLM is to ensure every person has access to the full range of sexual and reproductive health care regardless of who they are, where they live, and who they love.

Areas Served:	Boston, Marlborough, Springfield, and Worcester
Phone Number:	(800) 258-4448
Website:	https://www.plannedparenthood.org/planned-parenthood-massachusetts/campaigns/gender-affirming-hormone-therapy
Cost Information:	<p>With or without insurance, anyone can receive PPLM health care services Takes many insurance providers – check list online.</p> <p>Uninsured individuals may qualify for a state-funded program or a lower fee scale for family planning services. Fees for services are based on household income. Bring a pay stub and photo ID to the appointment. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i></p>
Office Locations:	Boston (Allston), Marlborough, Springfield (Memorial Square), and Worcester (Central)

Populations Served:	Particular focus on Black, Indigenous, people of color, LGBTQ+ people, and people with disabilities. Gender-affirming hormone services are available to patients ages 16 and over. Patients ages 16 and 17 require parent or guardian consent. Patients under 16 can receive referrals to other Massachusetts providers who can provide care.
Language Accessibility:	English, Spanish, and interpretation by phone for other languages.
Gender-Affirming Care:	<p>Gender-Affirming Hormone Therapy</p> <p>Gender Marker Changes on Legal Documentation: Notarization assistance and clinical letters.</p> <p>HIV Services: PrEP medication, rapid testing, and PEP treatment.</p> <p>Referrals: Gender-affirming surgery and other vetted providers.</p> <p>Reproductive Health: Options for all genders.</p> <p>STD/STI Testing and Treatment</p>

Tapestry Health

Tapestry Health focuses on public health issues that impact the community, such as unjust health disparities that come from barriers to accessing health care. As a result, everyone is eligible for services, regardless of age, race, gender, gender identity, sexual orientation, income, or immigration status.

Areas Served:	Berkshire, Franklin, Hampden, and Hampshire Counties
Phone Numbers:	<p>Greenfield: (413) 773-5403 (closed Tuesdays and Thursdays)</p> <p>Holyoke: (413) 536-8777 (closed Thursdays)</p> <p>North Adams: (413) 662-5258 (only Wednesdays, 1:00pm-6:00pm)</p> <p>Northampton: (413) 586-2539</p> <p>Pittsfield: (413) 443-2844</p> <p>Springfield: (413) 733-6639</p>
Website:	https://www.tapestryhealth.org/
Cost Information:	MassHealth Standard and other health insurance accepted. Offers sliding-scale services for people who do not have or cannot safely use health insurance to access care. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Locations:	Greenfield, Holyoke, North Adams, Northampton, Pittsfield, and Springfield (Metro Center)
Populations Served:	LGBTQ+ community, low-income persons, and refugees/immigrants.
Gender-Affirming Care:	<p>Gender-Affirming Hormone Therapy</p> <p>HIV Prevention: PrEP medication.</p>

Gender-Affirming Care: (Continued)	STD/STI Testing and Treatment Substance Use Disorder Harm Reduction: Needle exchange and syringe access/disposal programs, overdose prevention, referrals to drug treatment, and medical care.
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Transhealth Northampton

Transhealth Northampton is a trans-led organization which provides care from a compassionate team to support transgender, non-binary, and gender-diverse adults, children, and families. The organization focuses on research, care, and advocacy to expand health care possibilities for the community.

Phone Number:	(413) 341-9400
Website:	https://transhealth.org/
Email:	info@transhealth.org
Cost Information:	Transhealth Northampton accepts a number of insurance plans. However, participation in these plans is not a guarantee that Transhealth Northampton will accept every product. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Location:	Northampton
Populations Served:	Individuals of all ages who are transgender, gender-diverse (non-binary, gender-queer, gender nonconforming), those questioning and exploring their gender, and anyone else for whom gender identity provides a barrier to accessing quality health care.
Mental Health Care:	Care Coordination Services Psychiatric Services: Medication prescription. Therapy: Short-term therapy (twelve sessions) available with an intake appointment, assistance available to refer to a long-term provider. Couples, family, Eye Movement Desensitization and Reprocessing (EMDR), and trauma therapies are also available. Referrals must come from a Transhealth PCP or psychiatric prescriber.
Gender-Affirming Care:	Gender Affirming Hormone Therapy: Initiates, prescribes, and monitors hormone regimes to meet individualized goals. Health Care Services: Full-spectrum primary care.

Tufts Medical Center and Tufts Children’s Hospital

Clinicians at Tufts Medical Center and Tufts Children’s Hospital provide patient-centered care by providing an affirming environment to patients, employees, and family members of the LGBTQ community. Many providers are identified by an LGBTQ Health distinction because they provide specific clinical care for LGBTQ patients.

Areas Served:	Boston, Brockton, Framingham, Lawrence, Lowell, Norfolk, Quincy, and Wellesley
Phone Number:	(617) 636-5000
Website:	https://www.tuftsmedicalcenter.org/patient-care-services/Departments-and-Services/LGBTQ-Health/Overview
Cost Information:	Accepts many health insurance plans, including: Aetna, Blue Cross Blue Shield, BMC Healthnet, Cigna, Commonwealth Care Alliance, Community Health Options, Coventry, Fallon Health, Harvard Pilgrim Health Care, Health New England, MassHealth, Medicare, Neighborhood Health Plan, Oxford Health Plans, Tricare, Tufts Health Plans, Unicare, United Health care, Veterans Health Administration, and many others. <i>Before receiving services from any organization, check that your understanding of the cost of services is correct to avoid any surprise bills.</i>
Office Location:	Boston (Dorchester)
Populations Served:	LGBTQ patients and family members.
Mental Health Care:	Mental Health Services: LGBTQ-focused. Psychological and Psychiatric Evaluations
Gender-Affirming Care:	Gender Affirming Hormone Therapy Health Care Services: Comprehensive, multidisciplinary clinical care program for transgender and gender expansive youth. Reproductive Health: Trans-affirming care.
Other Services:	HIV Services: PrEP and PEP treatment, counseling, care, and services. STD/STI Testing and Treatment Substance Use Disorder Harm Reduction Services

More Gender-Affirming Care Services

Other services providing gender-affirming care have been included in other sections throughout the Resource Guide. These services may support transition by providing assessments and letters for transition and otherwise aiding in the gender journey.

Organization - Program	Area(s) Served	Page Number(s)
Cambridge Health Alliance – <i>Gender and Sexuality Clinic</i>	Metro North Boston	41-42
The Empowerment Project	Hampden County	37
Fenway Community Health Center – <i>Sidney Borum Jr. Health Center</i>	Boston	58-59
Justice Resource Institute – <i>RISE</i>	MetroWest	46-47
Translate Gender	Northampton	38 –39

Social Connection

In addition to mental health support from a professional, social connections to understanding peers can also be valuable. LGBTQ2IA+ youth groups provide a welcoming environment for young people to understand that they are not alone; to feel validated by others who relate to their experiences; and to find a community where they are loved and accepted for who they are. While social connection is not a primary focus of this Resource Guide, it is important to acknowledge the role of community in contributing to positive mental health outcomes.

To start, you may want to check to see if your school has a Gender Sexuality Alliance (GSA) to connect to other students at your school. Visit <https://gsanetwork.org/> to see if your school already has a registered or active GSA. If your school does not currently have a GSA, you may want to start one. Reach out to a school advisor or teacher and ask how to start a new student group.

In addition, below is a list of youth groups across Massachusetts which seek to create intentional spaces for LGBTQ2IA+ youth to express their true selves and encourage community acceptance and connection. Some of these organizations host weekly support groups centering certain identities, while others provide drop-in centers or gathering spaces for LGBTQ2IA+ individuals of various faiths or host other activities ranging from community theater to board game nights. These resources are organized alphabetically by location.

Location	Organization	Website / Reference
Andover	Merrimack Valley AGLY (McVAGLY)	https://www.facebook.com/McVagly/
Boston	Boston AGLY (BAGLY)	www.bagly.org
Boston	Boston GLASS	https://jri.org/services/health-and-housing/health/boston-glass
Boston	COMPASS (people assigned female at birth who identify with another gender)	http://www.compassftm.org/index.html
Boston	Congregation Am Tikva (Jewish LGBTQ faith community)	https://www.amtikva.org/
Boston	Dignity Boston (Catholic LGBTQ faith community)	https://www.dignityboston.org/
Boston	Greater Boston PFLAG	www.gbpflag.org
Boston	Keshet (Jewish BIPOC LGBTQ faith community)	https://www.keshetonline.org/
Boston	True Colors OUT Youth Theater	https://thetheateroffensive.org/true-colors-out-youth-theater

Brockton	Brockton AGLY (BrAGLY)	healthimperatives.org/lgbtq-support-bragly/
Cambridge	Youth on Fire	https://aac.org/youth-on-fire/
Cape Cod	Cape Cod PFLAG	https://www.pflagcapecod.org/
Fall River	South Coast LGBTQ+ Network Inc	https://www.sclgbtqnetwork.org/
Fitchburg	Safe Homes	https://www.safehomesma.org/north/services.html
Framingham	Framingham GLASS	https://linktr.ee/FraminghamGLASS
Framingham	OUT MetroWest	https://outmetrowest.org/
Franklin County	Franklin-Hampshire PFLAG	https://www.fhcpflag.org/
Greenfield	Generation Q	https://www.communityaction.us/generation-q
Hampshire County	Franklin-Hampshire PFLAG	https://www.fhcpflag.org/
Holyoke	House of Colors	https://www.facebook.com/HouseOfColorsPV/
Hyannis	Cape & Islands Gay and Straight Youth Alliance (CIGSYA)	www.cigsya.org
New Bedford	South Coast LGBTQ+ Network Inc	https://www.sclgbtqnetwork.org/
New Bedford	South Coast AGLY (SOCO-AGLY)	https://www.sclgbtqnetwork.org/a-perfect-place.html
Northampton	Generation Q	https://www.communityaction.us/generation-q
Pittsfield	Live Out Loud Youth Group	https://www.facebook.com/lolyp18degrees/
Salem	North Shore AGLY (NAGLY)	https://www.nagly.org/
Springfield	Out Now	https://www.outnowyouth.org/
Worcester	Love Your Labels - Threads	https://www.loveyourlabels.org/
Worcester	Safe Homes	http://safehomesma.org/
Worcester	Supporters of Worcester Area Gay and Lesbian Youth (SWAGLY)	https://www.facebook.com/AGLYWorcester/
Statewide	Massachusetts Gender and Sexuality Alliances	http://www.doe.mass.edu/sfs/lgbtq/GSALcouncil.html
Online	Dana-Farber Cancer Institute – PRISM Support Group	https://www.dana-farber.org/for-patients-and-families/becoming-a-patient/patient-safety-and-advocacy/lgbtq-patient-care-and-support/
Online	Trevor Space (Trevor Project)	https://www.trevorspace.org/



How to Find a Mental Health Care Giver

There are different types of mental health professionals who can work with you to address mental health issues. Some mental health care givers, including **psychologists** and **licensed social workers**, may provide talk therapy or counseling. Additionally, some mental health conditions may be treated with medication, which can be prescribed by a **pediatrician**, **psychiatrist**, or a **family doctor**.

This section outlines how to find a mental health care giver and things to consider when undertaking this search. Trusted adults should note that navigating care may be more difficult for young people who are not out about their sexual orientation or gender identity at home, school, or the doctor's office. This is because youth health care and access to insurance frequently require parental consent or involvement. Youth should be supported by trusted adults to make decisions that are safest for them. The options below are not intended as a step-by-step guide but instead are different ways to access care.

Find out what resources are available at school

If you feel safe to ask for help at school, start there. School counselors and school psychologists can talk through the situation, including what kind of help may be appropriate and whether it is available at school. If needed, they may be able to provide resources in the community.

Contact a pediatrician or family doctor

A trusted doctor or other health care provider can discuss potential options based on the situation, including providing referrals to a mental health care giver.

Look for resources in your local community or use the ones listed in this Guide

Sometimes local organizations are aware of access to mental health resources. Keep an eye out for events hosted through local community centers, youth organizations, public libraries, or other local entities which may host activities or have resources to support the LGBTQ2IA+ population. These organizations, events, activities, and resources may be able to connect the young people or trusted adults to supportive mental health providers in the community.

Use the “Mental Health Provider Directories” section listed in this Resource Guide

The “Mental Health Provider Directories” section starting on page 63 offers opportunities to search for therapists, counselors, social workers, psychiatrists, and other mental health care givers using screening tools that allow you to find someone who matches your needs. These tools may help you identify accessible providers in your area more effectively. Searching across multiple directories may give you a number of mental health care givers to contact.

If accessible, reach out to your health insurance company

Use the customer service number for your health insurance plan, which you can find on your health insurance card or the health insurance plan’s website. The insurance company will provide a list of mental health care givers who are taking on new patients, and you can request the type of service you are interested in. There may be an option to use the health plan’s online directory to search for mental health providers, including social workers and psychologists who have indicated they specialize in working with LGBTQ2IA+ youth.

Common Questions and Concerns

Consent Issues: Treatment without support of a parent or guardian

Navigating mental health challenges and finding appropriate treatment can be tricky, and you should involve a parent or guardian to help if possible. If a parent or guardian cannot be involved for whatever reason, mental health care givers in Massachusetts may still be able to provide treatment without parental consent in certain circumstances. If care is to be provided without parental consent, ask a mental health care giver or a trusted adult for help navigating this process.

Massachusetts law allows individuals to keep their privacy on a health care plan if they believe that disclosing information about their care could put them in danger.³⁵ This is especially important information for individuals who require medical or mental health care who are concerned about confidentiality in receiving treatment. You may assert, in writing, that you would like an alternative method of receiving a summary of payments form so that sensitive information does not fall into the wrong hands. You may request the summary of payments be sent to an alternative address or access it electronically. Health insurance companies are not allowed to confirm or ask why you feel you may be in danger. They also cannot specify or describe sensitive health care services on common summary of payments forms, such as those relating to infectious disease, reproductive and sexual health, domestic violence, sexual assault,

³⁵ “An Act to Protect Access to Confidential Health care,” Massachusetts General Laws, Chapter 63, March 30, 2018, <https://malegislature.gov/Laws/SessionLaws/Acts/2018/Chapter63>.

mental health, and substance use disorders. You can use this information to keep yourself safe while receiving mental health treatment or gender-affirming care.

Understand your payment options

While this Resource Guide prioritizes mental health care givers that provide free or low-cost services, it is important to understand all of your payment and insurance options and responsibilities.

If health insurance is available, it may cover the cost for care or services. Check with your health insurance company to make sure both the service and the person providing your care (a therapist, for example) will be covered by your health plan. If the appointment will be conducted via telehealth, be sure to also ask if your health plan allows you to see a health care giver virtually.

Tip: If you want to see a mental health care giver who does not take your insurance (and you will need to pay for the visit without any contribution from your health insurance plan), ask the mental health care provider about potential “sliding-scale” payment options which would allow you to pay lower costs for your visits.

If you cannot access care due to the cost, there are several options for receiving financial assistance:

- Some health care givers in this Guide offer **financial assistance** for LGBTQ2IA+ youth or uninsured individuals who are unable to pay for their care. For example, Trans Lifeline Massachusetts (page 87), Boston Children’s Hospital (page 69), Boston Medical Center (pages 70-71), and others offer financial assistance for people who need it to receive services.
- Other organizations provide **health insurance assistance**, which means the organization will help look for low-cost health insurance options. Organizations that provide health insurance assistance include: BAGLY (page 55), Cambridge Health Alliance (pages 41 and 71-72), Edward M. Kennedy Community Health Center (page 72), Fenway Health’s Sidney Borum Jr. Health Center (pages 58-59), and Lowell Community Health Center (page 43-44).
- MassHealth covers gender-affirming health care, which includes (but is not limited to) mental health care (including individual or group therapy as well as family therapy), hair removal, speech therapy, puberty blockers, hormone therapy, primary care, and surgery.³⁶

³⁶ “Gender-Affirming Care Covered by MassHealth.” Massachusetts Office of Health & Social Services. accessed October, 2022. https://www.mass.gov/info-details/gender-affirming-care-covered-by-masshealth?auHash=ZvHotzEao5L14V4DgAf_s8MxW2T9LwYWWZLL-zaJ0CrE.

Before receiving any care, consider requesting a cost estimate to avoid unanticipated bills.³⁷ You can request a “Good Faith Estimate” from a health care provider explaining the total cost of expected mental or medical health care services, including tests, prescriptions, equipment, and fees. Make sure that you receive a written copy of your Good Faith Estimate before your appointment. If you receive a bill that is \$400 more than your Good Faith Estimate, you can contact your health care provider to dispute the bill.³⁸

When you may need prior authorization

Some types of gender-affirming care may require prior authorization by another care giver. Providers who can write a letter allowing you to receive care have been noted throughout the Resource Guide.

What if I am denied access to treatment or services because of my identity?

Health Law Advocates (HLA) provide high quality, free legal assistance to income-eligible Massachusetts residents who have difficulty accessing health care or health insurance coverage for needed mental health or medical services. HLA can legally represent individuals and has specialized programs for people who experience marginalization in the health care system because they are low-income, immigrants, transgender, disabled, struggle with substance use disorders, or are otherwise at risk.

HLA specializes in challenging health insurance enrollment denials, fighting denials of coverage for specific health care services, protecting patients from illegal medical billing and collection practices, and obtaining access to health care through state agencies and school systems, especially for children. For more information, visit <https://www.healthlawadvocates.org/>.

37 “Understanding Costs in Advance,” Centers for Medicare & Medicaid Services, last modified April 12, 2022, <https://www.cms.gov/nosurprises/consumers/understanding-costs-in-advance>.

38 “Ending Surprise Medical Bills,” Centers for Medicare & Medicaid Services, last modified September 6, 2022, <https://www.cms.gov/nosurprises>.

Additional Resources

Below you can find general information about mental wellness, gender identity, and sexual orientation, as well as resources for LGBTQ2IA+ subcommunities. These resources are listed alphabetically.

Asexual Visibility and Education Network (AVEN)

AVEN was founded in 2001 to create public visibility, acceptance, and discussion of asexuality and provide an avenue for growth of the asexual community. AVEN has grown to host the world's largest asexual community and serves as a resource for people who are asexual or questioning, as well as for their friends and families. For more information, visit <https://www.asexuality.org/>.

Association for X and Y Variations (AXYS)

AXYS is an organization for individuals with X and Y chromosome variations and their families. AXYS provides advocacy, education, and support focused on the needs of communities and professionals who serve people with chromosomal anomalies, including current, scientifically accurate information, research, treatments, and access for those impacted.

Helpline:	1 (267) 338-4262
Website:	https://genetic.org/
Email:	info@genetic.org
Available Services:	Support Groups: In-person and online support groups facilitated by volunteers who arrange for speakers on topics of interest to individuals and families affected by X and Y variations.

Fe Familia Igualdad (Faith Family Equality)

Fe Familia Igualdad from The Latinx Roundtable promotes the understanding, acceptance, and affirmation of Latinx LGBTQ+ and their families. This resource provides Latinx LGBTQ+ people with tools to understand, accept, and affirm themselves with their families, churches, and communities while providing Latino religious communities with the tools to welcome and include Latinx LGBTQ+ people. For more information, visit <https://fefamiliaigualdad.org/>.

Handhold

Handhold is a website run by the Massachusetts Department of Mental Health in partnership with the Massachusetts Office of the Child Advocate. Handhold provides resources for parents of school-aged children in Massachusetts, as selected by mental health experts. Resources for supporting LGBTQ youth are also available on the website. For more information, visit <https://handholdma.org/>.

LGBT National Youth Talkline

The LGBT National Youth Talkline provides a safe space that is anonymous and confidential. Young people can find support on many different issues and concerns including (but not limited to) coming out, gender, sexuality, relationships, bullying, isolation, anxiety, family, HIV/AIDS, safer sex information, suicide prevention, and much more. The Talkline is staffed by highly trained volunteers of all identities who are able to provide peer support. Family members are also encouraged to call for support.

Youth Talkline: (800) 246-7743
Monday-Friday, 4:00pm-12:00am
Saturday, 12:00pm-5:00pm

Website: <https://www.lgbthotline.org/national-hotline.html>
Private one-to-one chat and email peer support online.

Muslim Alliance for Sexual and Gender Diversity (MASGD)

MASGD supports, empowers, and connects LGBTQ+ Muslims and promotes an understanding of Islam that is centered on inclusion, justice, and equity. MASGD offers extensive mental health and legal resources and has a list of supportive organizations by country. It also connects community members by hosting events and providing access to culturally relevant books, art, film, podcasts, blogs, and more. For more information, visit <http://www.themasgd.org>.

StrongHearts

StrongHearts is run by Indigenous advocates to support tribal communities across the country. StrongHearts Native Helpline advocates are knowledgeable in serving the unique needs of LGBTQ2S+ peoples and services are culturally appropriate, anonymous, and confidential.

24/7 Helpline **1 (844) 7NATIVE**
(1-844-762-8483)

24/7 Online Chat: <https://strongheartshelpline.org/>

Cost Information: Services are provided free of charge.

Available **Peer Support**

Services: **Domestic and Sexual Violence:** Personalized safety planning and crisis intervention, referrals to Native-centered domestic and sexual violence service providers, resources, and education about domestic and sexual violence.

Health Care Assistance: Provides basic information about health options and support finding local health facilities, crisis centers, and services, such as sexual assault forensic exams.

Advocacy: General information about jurisdiction and referrals for legal assistance.

Trans Athlete

Trans Athlete is a resource for students, athletes, coaches, and administrators to find information about trans inclusion in athletics at various levels of play (including K-12) across the United States. This website pulls together existing information, including policies, documents, and other helpful information in one central location, and breaks it into an accessible format.

Website: <https://www.transathlete.com/>

Filter Options: Area (K-12, College, Recreation, Professional); State; and Organization.

Trans Lifeline

Trans Lifeline is a peer support phone service run by trans people for trans and questioning peers.

24/7 Hotline: **(877) 565-8860**

Dial for Family and Friends Hotline and ask to be transferred.

Website: <https://translifeline.org/>

Language Accessibility: English and Spanish.

Available Services: **Hotline:** Available for anyone regardless of identity.

Family and Friends Hotline: Provides peer support for friends, partners, family members, and professionals supporting trans loved ones (*use the main hotline number and ask for the Family and Friends Line*).

Microgrants: Provides trans and non-binary people with funds and support to correct names and/or gender markers on identifying legal documents, access gender-affirming health care, and necessities for incarcerated trans individuals. 75% of microgrants go to trans BIPOC individuals.

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Therapy Den	Nationwide	65
Trans Lifeline	Nationwide	v & 87
Transhealth Northampton	Northampton	77
Translate Gender	Northampton	38 –39
True Colors OUT Youth Theater	Boston	79

Support Network of an LGBTQ2IA+ Youth

Organization - Program	Area(s) Served	Page Number(s)
Alianza	Holyoke	36
Asexual Visibility and Education Network	Nationwide	85
Association for X and Y Variations	Nationwide	85
Baystate Health	Northampton & Pittsfield	68-69
Boston Medical Center	Boston	70-71
Cambridge Health Alliance	Metro North Boston	41-42
Center for Hope and Healing	Statewide	v
	Greater Merrimack Valley	40-41
DIAL/SELF Youth and Community Services	Franklin County & the North Quabbin region	35 62
Domestic Violence Ended	Norfolk County	50
	Plymouth County	53
The Empowerment Project	Hampden County	37
Handhold	Statewide	86
Independence House	Barnstable County	27
Justice Resource Institute	Cape Ann, Greater Lawrence, Greater Lynn & Salem	19-20 32 & 42
• <i>Children’s Friends and Family Services</i>		
• <i>Massachusetts Home and Community-Based Services</i>	Eastern Massachusetts & Holyoke	20-22 37
• <i>MetroWest Behavioral Health Center</i>	Acton	44

LGBT National Youth Talkline	Nationwide	86
Love Your Labels – <i>Threads</i>	Worcester	80
Lowell Community Health Center – <i>HIV Program</i>	Lowell	43-44
Muslim Alliance for Sexual and Gender Diversity	Worldwide	86
National Deaf Hotline	Nationwide	v
The Network / La Red	Statewide	24
North Shore AGLY	North Shore	33
OutCare	Nationwide	65
Pathways for Change, Inc.	Central Massachusetts	61
PFLAG	Statewide	24-25
SafeLink by Casa Myrna	Statewide	v
SAYFTEE	Brookline & Greater Boston Area	51-52 & 58
South Coast LGBTQ+ Network Inc.	Fall River	80
Trans Athlete	Nationwide	87
Trans Lifeline	Nationwide	v & 87
Translate Gender	Northampton	38 –39

Transgender

See the Gender-Affirming Health Care Section starting on page 67

Organization - Program	Area(s) Served	Page Number(s)
AIDS Project Worcester	Worcester	60
Boston AGLY	Boston	55-56
Boston GLASS	Boston	56
Boston Health Care for the Homeless – <i>Transgender Program</i>	Boston	56-57
Brockton AGLY	Brockton	52-53
Cambridge Health Alliance – <i>Gender and Sexuality Clinic</i>	Metro North Boston	41-42
Cambridge Women’s Center	Cambridge	39-40
Center for Hope and Healing	Statewide	v
	Greater Merrimack Valley	40-41

COMPASS	Boston	79
The Empowerment Project	Hampden County	37
Fenway Community Health Center	Boston	58-59 & 72-73
Health Imperatives	Barnstable, Bristol, Dukes,	74
	Nantucket &	49
	Plymouth Counties	54
Health Law Advocates – <i>Transgender Health Care Access Project</i>	Statewide	84
Independence House	Barnstable County	27
Justice Resource Institute		19-20
· <i>Massachusetts Home and Community-Based Services</i>	Eastern Massachusetts & Holyoke	20-22 37
· <i>RISE</i>	Framingham	
· <i>Southeast Behavioral Health Center</i>	Southeast Massachusetts	46
· <i>Southern New England Behavioral Health and Trauma Center</i>	Southern Massachusetts	29 30
· <i>YOUunity</i>	Gloucester	34
LGBT National Youth Talkline	Nationwide	86
Love Your Labels – <i>Threads</i>	Worcester	80
Martha’s Vineyard Community Services	Martha’s Vineyard	31-32
Massachusetts Behavioral Health Partnership	Statewide	64
The Meeting Point	Jamaica Plain	57
Muslim Alliance for Sexual and Gender Diversity	Worldwide	86
National Queer and Trans Therapists of Color Network	Nationwide	64
The Network / La Red	Statewide	24
North Shore AGLY	North Shore	33
OUT MetroWest – <i>Umbrella</i>	Framingham	45
REACH Beyond Domestic Violence	Middlesex County	46
	Norfolk County	50-51
Safe Homes	Fitchburg & Worcester	62
SAYFTEE	Brookline & Greater Boston Area	51-52 & 58
Therapy Den	Nationwide	65

Trans Athlete	Nationwide	87
Trans Lifeline	Nationwide	v & 87
Transhealth Northampton	Northampton	77
Translate Gender	Northampton	38 –39
True Colors OUT Youth Theater	Boston	79
World Professional Association for Transgender Health	Worldwide	66

Youth Interacting with the Justice System

Organization - Program	Area(s) Served	Page Number(s)
Health Imperatives	Barnstable, Bristol, Dukes, Nantucket & Plymouth Counties	74 49 54
Health Law Advocates	Statewide	84
Justice Resource Institute	Cape Ann, Greater Lawrence, Greater Lynn & Salem	19-20 32 & 42
· <i>Children's Friends and Family Services</i>	Eastern Massachusetts & Holyoke	20-22 37
· <i>Massachusetts Home and Community Based Services</i>		
Massachusetts Behavioral Health Partnership	Statewide	64
Network of Care	Statewide	64-65
Therapy Den	Nationwide	65
Trans Lifeline – <i>Microgrants Program</i>	Nationwide	87

Resources by Topic or Service

Crisis Management

*See the *Emergency Numbers page* on page v

Organization - Program	Area(s) Served	Page Number(s)
AIDS Project Worcester	Worcester	60
Asian Task Force Against Domestic Violence – <i>Asian Shelter and Advocacy Program</i>	Statewide	v & 18

Boston Health Care for the Homeless	Boston	56-57
Brockton AGLY	Brockton	52-53
Domestic Violence Ended – <i>Chinese Advocacy Program</i>	Norfolk County	50
	Plymouth County	53
Independence House	Barnstable County	27
LGBT Asylum Task Force	Worcester	60-61
LGBT National Youth Talkline	Nationwide	86
Lowell Asian Initiative Against Domestic Violence	Lowell	43
Massachusetts Alliance of Portuguese Speakers	Statewide	22-23
The Network / La Red	Statewide	24
Network of Care	Statewide	64-65
Safe Homes	Fitchburg & Worcester	62
StrongHearts	Nationwide	86-87

Domestic Violence

Organization - Program	Area(s) Served	Page Number(s)
Alianza	Holyoke	36
Asian Task Force Against Domestic Violence – <i>Asian Shelter and Advocacy Program</i>	Statewide	v & 18
Brockton AGLY	Brockton	52-53
Cambridge Women’s Center	Cambridge	39-40
Deaf Survivors Program	Statewide	19
Domestic Violence Ended	Norfolk County	50
	Plymouth County	53
DOVE Domestic Violence Crisis Hotline	Statewide	v
Elizabeth Freeman Center	Berkshire County	28-29
Health Imperatives – <i>Penelope’s Place & Safe Plan</i>	Brockton	54
Independence House	Barnstable County	27
Justice Resource Institute – <i>Massachusetts Home and Community Based Services</i>	Eastern Massachusetts	20-22
	Holyoke	37

LGBT National Youth Talkline	Nationwide	86
Lowell Asian Initiative Against Domestic Violence	Lowell	43
Massachusetts Alliance of Portuguese Speakers	Statewide	22-23
The Meeting Point	Jamaica Plain	57
National Deaf Hotline	Nationwide	v
The Network / La Red	Statewide	v & 24
REACH Beyond Domestic Violence	Middlesex County	46
	Norfolk County	50-51
SafeLink by Casa Myrna	Statewide	v
Safe Passage	Hampden & Hampshire Counties	26
StrongHearts	Nationwide	86-87
Therapy Den	Nationwide	65

Emergency Shelter

Organization - Program	Area(s) Served	Page Number(s)
AIDS Project Worcester	Worcester	60
Alianza	Holyoke	36
DIAL/SELF Youth and Community Services	Franklin County & the North Quabbin region	35 62
Domestic Violence Ended	Norfolk County	50
	Plymouth County	53
Elizabeth Freeman Center	Berkshire County	28-29
Health Imperatives – <i>Penelope's Place</i>	Brockton	54
Independence House	Barnstable County	27
The Network / La Red	Statewide	24
REACH Beyond Domestic Violence	Middlesex County	46
	Norfolk County	50-51
SafeLink by Casa Myrna	Statewide	v

Gender-Affirming Health Care

See the Gender-Affirming Health Care Section starting on page 67.

Health Insurance Assistance

Organization - Program	Area(s) Served	Page Number(s)
Boston AGLY	Boston	55-56
Cambridge Health Alliance	Metro North Boston	41-42
Edward M. Kennedy Community Health Center	Framingham, Milford & Worcester	72
Fenway Community Health Center	Boston	58-59 & 72-73
Lowell Community Health Center	Lowell	43-44

HIV/AIDS Support Services

See Index page 112

Homelessness and Housing Assistance

Organization - Program	Area(s) Served	Page Number(s)
AIDS Project Worcester	Worcester	60
Asian Task Force Against Domestic Violence – <i>Asian Shelter and Advocacy Program</i>	Statewide	v & 18
Boston AGLY	Boston	55-56
Boston Health Care for the Homeless	Boston	56-57
Cambridge Women’s Center	Cambridge	39-40
DIAL/SELF Youth and Community Services	Franklin County & the North Quabbin region	35 62
Domestic Violence Ended	Norfolk County	50
	Plymouth County	53
DOVE Domestic Violence Crisis Hotline	Statewide	v
Elizabeth Freeman Center	Berkshire County	28-29
Fenway Community Health Center – <i>Sidney Borum Jr. Health Center</i>	Boston	58-59
Independence House	Barnstable County	27
Justice Resource Institute		19-20
· <i>RISE</i>	MetroWest	46
· <i>YOUunity</i>	Gloucester	34
LGBT Asylum Task Force	Worcester	60-61

Lowell Asian Initiative Against Domestic Violence	Lowell	43
The Network / La Red	Statewide	24
Network of Care	Massachusetts	64-65
North Shore AGLY	Salem	33
REACH Beyond Domestic Violence	Middlesex County Norfolk County	46 50-51
Safe Homes	Fitchburg & Worcester	62
Safe Passage	Hampden & Hampshire Counties	26
Youth on Fire	Cambridge	80

Sexual Violence

Organization - Program	Area(s) Served	Page Number(s)
Asian Task Force Against Domestic Violence – <i>Asian Shelter and Advocacy Program</i>	Statewide	v & 18
Brockton AGLY	Brockton	52-53
Cambridge Women’s Center	Cambridge	39-40
Center for Hope and Healing	Statewide Greater Merrimack Valley	v 40-41
Deaf Survivors Program	Statewide	19
Elizabeth Freeman Center	Berkshire County	28-29
Health Imperatives		54
· <i>A New Day Program</i>	Brockton & Plymouth	
· <i>Penelope’s Place & Safe Plan</i>	Brockton only	
Independence House	Barnstable County	27
Justice Resource Institute – <i>Massachusetts Home and Community Based Services</i>	Eastern Massachusetts	20-22
The Meeting Point	Jamaica Plain	57
National Deaf Hotline	Nationwide	v
North Shore AGLY	Salem	33
Pathways for Change, Inc.	Central Massachusetts	61
The Network / La Red	Statewide	24

Safe Passage	Hampden and Hampshire Counties	26
StrongHearts	Nationwide	86-87
Therapy Den	Nationwide	65

STD/STI Screenings

Organization - Program	Area(s) Served	Page Number(s)
AIDS Project Worcester	Worcester	60
Baystate Health	Northampton & Pittsfield	68-69
Boston AGLY	Boston	55-56
Boston GLASS	Boston	56
Cambridge Health Alliance	Metro North Boston	71-72
Edward M. Kennedy Community Health Center	Framingham, Milford, and Worcester	72
Fenway Community Health Center – <i>Sidney Borum Jr. Health Center</i>	Boston	58-59
Health Imperatives	Barnstable, Bristol, Dukes, Nantucket & Plymouth Counties	74 49 54
Justice Resource Institute – <i>RISE</i>	MetroWest	46
Lowell Community Health Center	Lowell	43-44
Massachusetts Alliance of Portuguese Speakers	Statewide	22-23
Planned Parenthood League of Massachusetts	Boston, Marlborough, Springfield & Worcester	75-76
Safe Homes	Fitchburg & Worcester	62
Tapestry Health	Berkshire, Franklin, Hampden & Hampshire Counties	76-77
Tufts Medical Center and Tufts Children’s Hospital	Boston, Brockton, Framingham, Lawrence, Lowell, Norfolk, Quincy & Wellesley	77-78
Youth on Fire	Cambridge	80

Substance Use Support

Organization - Program	Area(s) Served	Page Number(s)
AIDS Project Worcester	Worcester	60
Boston Health Care for the Homeless – <i>Transgender Program</i>	Boston	56-57
Cambridge Health Alliance	Metro North Boston	41-42
Edward M. Kennedy Community Health Center	Framingham, Milford & Worcester	72
Fenway Community Health Center – <i>Sidney Borum Jr. Health Center</i>	Boston	58-59
Health Imperatives	Barnstable, Bristol, Dukes, Nantucket & Plymouth Counties	74 49 54
Health Law Advocates	Statewide	84
Independence House	Barnstable	27
Justice Resource Institute	Cape Cod, Merrimack Valley	19-20
· <i>In-Home Behavioral Services</i>	MetroWest & Southeastern Massachusetts	20-22 46
· <i>RISE</i>	MetroWest	30
· <i>Southern New England Behavioral Health and Trauma Center</i>	Southern Massachusetts	
· <i>YOUunity</i>	Gloucester	34
Lowell Community Health Center	Lowell	43-44
Native American Lifelines	New England	23-24
Network of Care	Statewide	64-65
Tapestry Health	Berkshire, Franklin, Hampden & Hampshire Counties	76-77
Tufts Medical Center and Tufts Children’s Hospital	Boston, Brockton, Framingham, Lawrence, Lowell, Norfolk, Quincy, & Wellesley	77-78
Youth on Fire	Cambridge	80

Resources by Language

American Sign Language/Services for the Deaf and Hard of Hearing

Organization - Program	Area(s) Served	Page Number(s)
Baystate Health	Northampton & Pittsfield	68-69
Boston AGLY	Boston	55-56
Cambridge Health Alliance	Metro North Boston	41-42
Deaf Survivors Program	Statewide	19
Justice Resource Institute	Statewide	19-20
Lowell Community Health Center	Lowell	43-44
Massachusetts Behavioral Health Partnership	Statewide	64
Massachusetts General Hospital	Boston	74
National Deaf Hotline	Nationwide	v
Network of Care	Statewide	64-65
Pathways for Change, Inc.	Central Massachusetts	61
SafeLink by Casa Myrna	Statewide	v

Chinese

Organization - Program	Area(s) Served	Page Number(s)
Asian Task Force Against Domestic Violence <ul style="list-style-type: none"> • <i>Community-Based Services: Cantonese, Chiu Chau/Teochew, Mandarin, Mien, Taishanese, Taiwanese, and Shanghainese</i> • <i>Language Access Program: Cantonese</i> 	Statewide	v & 18
Cambridge Health Alliance	Metro North Boston	41-42
Domestic Violence Ended – <i>Chinese Advocacy Program</i>	Norfolk County Plymouth County	50 53
Fenway Community Health Center – <i>Sidney Borum Jr. Health Center: Cantonese and Mandarin</i>	Boston	58-59
Lowell Community Health Center	Lowell	43-44
Massachusetts Behavioral Health Partnership: Cantonese	Statewide	64

Massachusetts General Hospital: Cantonese and Mandarin	Boston	74
National Queer and Trans Therapists of Color Network: Cantonese and Mandarin	National	64
Network of Care: Cantonese, Chinese, and Mandarin	Statewide	64-65

Haitian Creole

Organization - Program	Area(s) Served	Page Number(s)
Boston Medical Center	Boston	70-71
Brockton AGLY	Brockton	52-53
Cambridge Health Alliance	Metro North Boston	41-42
Center for Hope and Healing	Greater Merrimack Valley	40-41
Fenway Community Health Center	Boston	58-59 & 72-73
Lowell Community Health Center	Lowell	43-44
Massachusetts Behavioral Health Partnership	Statewide	64
Network of Care	Statewide	64-65

Khmer

Organization - Program	Area(s) Served	Page Number(s)
Baystate Health	Northampton & Pittsfield	68-69
Cambridge Health Alliance	Metro North Boston	41-42
Center for Hope and Healing – <i>Khmer Linguistic Access Program</i>	Greater Merrimack Valley	40-41
Fenway Community Health Center	Boston	58-59 & 72-73
Lowell Asian Initiative Against Domestic Violence	Lowell	43
Lowell Community Health Center	Lowell	43-44
Massachusetts Behavioral Health Partnership	Statewide	64
Massachusetts General Hospital	Boston	74
Network of Care	Statewide	64-65

Multilingual

Organization - Program	Area(s) Served	Page Number(s)
AIDS Project Worcester	Worcester	60
Alianza	Holyoke	36
Asian Task Force Against Domestic Violence – <i>Asian Shelter and Advocacy Program</i>	Statewide	v & 18
Baystate Health	Northampton & Pittsfield	68-69
Boston Children’s Hospital	Boston	69
Brockton AGLY	Brockton	52-53
Cambridge Health Alliance	Metro North Boston	41-42
Center for Hope and Healing	Greater Merrimack Valley	40-41
Fenway Community Health Center	Boston	58-59 & 72-73
Independence House	Barnstable County	27
Justice Resource Institute	Statewide	19-20
Lowell Asian Initiative Against Domestic Violence	Lowell	43
Lowell Community Health Center	Lowell	43-44
Martha’s Vineyard Community Services	Martha’s Vineyard	31-32
Massachusetts Behavioral Health Partnership	Statewide	64
Massachusetts General Hospital	Boston	74
National Queer and Trans Therapists of Color Network	Nationwide	64
Network of Care	Statewide	64-65
Pathways for Change, Inc.	Central Massachusetts	61
SafeLink by Casa Myrna	Statewide	v
Safe Passage	Hampden & Hampshire Counties	26

Portuguese

Organization - Program	Area(s) Served	Page Number(s)
Baystate Health	Northampton & Pittsfield	68-69
Boston Medical Center	Boston	70-71
Brockton AGLY	Brockton	52-53

Cambridge Health Alliance	Metro North Boston	41-42
Center for Hope and Healing	Greater Merrimack Valley	40-41
Fe Familia Igualdad (Faith Family Equality)	Nationwide	85
Fenway Community Health Center	Boston	58-59 & 72-73
Independence House	Barnstable County	27
Lowell Community Health Center	Lowell	43-44
Martha's Vineyard Community Services	Martha's Vineyard	31-32
Massachusetts Alliance of Portuguese Speakers	Statewide	22-23
Massachusetts Behavioral Health Partnership	Statewide	64
Massachusetts General Hospital	Boston	74
National Queer and Trans Therapists of Color Network	Nationwide	64

Spanish

Organization - Program	Area(s) Served	Page Number(s)
AIDS Project Worcester	Worcester	60
Alianza	Holyoke	36
Baystate Health	Northampton & Pittsfield	68-69
Boston Medical Center	Boston	70-71
Brockton AGLY	Brockton	52-53
Cambridge Health Alliance	Metro North Boston	41-42
Center for Hope and Healing	Greater Merrimack Valley	40-41
DOVE Domestic Violence Crisis Hotline	Statewide	v
Fe Familia Igualdad (Faith Family Equality)	Nationwide	85
Fenway Community Health Center	Boston	58-59 & 72-73
Independence House	Barnstable County	27
Martha's Vineyard Community Services	Martha's Vineyard	31-32
Massachusetts Behavioral Health Partnership	Statewide	64
Massachusetts General Hospital	Boston	74
The Meeting Point	Jamaica Plain	57

National Queer and Trans Therapists of Color Network	Statewide	64
Network of Care	Statewide	64-65
The Network / La Red	Statewide	24
Pathways for Change, Inc.	Central Massachusetts	61
Planned Parenthood League of Massachusetts	Boston, Marlborough, Springfield & Worcester	75-76
REACH Beyond Domestic Violence	Middlesex County	46
	Norfolk County	50-51
SafeLink by Casa Myrna	Statewide	v
Safe Passage	Hampden & Hampshire Counties	26
Trans Lifeline	Nationwide	v & 87

HIV-Specific Services

Care and Services

Organization - Program	Area(s) Served	Page Number(s)
AIDS Project Worcester	Worcester	60
Boston Children's Hospital – <i>HIV Adolescent Providers and Peer Education Network</i>	Boston	69
Boston GLASS	Boston	56
Boston Health Care for the Homeless	Boston	56-57
Cambridge Health Alliance	Metro North Boston	71-72
Edward M. Kennedy Community Health Center	Framingham, Milford & Worcester	72
Fenway Community Health Center – <i>Sidney Borum Jr. Health Center</i>	Boston	58-59
Health Imperatives	Barnstable, Bristol, Dukes,	74
	Nantucket &	49
	Plymouth Counties	54
Justice Resource Institute – <i>RISE</i>	MetroWest	46
LGBT National Youth Talkline	Nationwide	86

Lowell Community Health Center – <i>HIV Program</i>	Lowell	43-44
Massachusetts Alliance of Portuguese Speakers	Statewide	22-23
Planned Parenthood League of Massachusetts	Boston, Marlborough, Springfield & Worcester	75-76
Tufts Medical Center and Tufts Children’s Hospital	Boston, Brockton, Framingham, Lawrence, Lowell, Norfolk, Quincy & Wellesley	77-78

PEP and PrEP

Organization - Program	Area(s) Served	Page Number(s)
Boston Children’s Hospital – <i>HIV Adolescent Providers and Peer Education Network</i>	Boston	69
Boston GLASS	Boston	56
Edward M. Kennedy Community Health Center	Framingham, Milford & Worcester	72
Health Imperatives	Barnstable, Bristol, Dukes,	74
	Nantucket &	49
	Plymouth Counties	54
Justice Resource Institute – <i>RISE</i>	MetroWest	46
Parenthood Planned League of Massachusetts	Boston, Marlborough, Springfield & Worcester	75-76
Tapestry Health	Berkshire, Franklin, Hampden & Hampshire Counties	76-77
Tufts Medical Center and Tufts Children’s Hospital	Boston, Brockton, Framingham, Lawrence, Lowell, Norfolk, Quincy & Wellesley	77-78

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