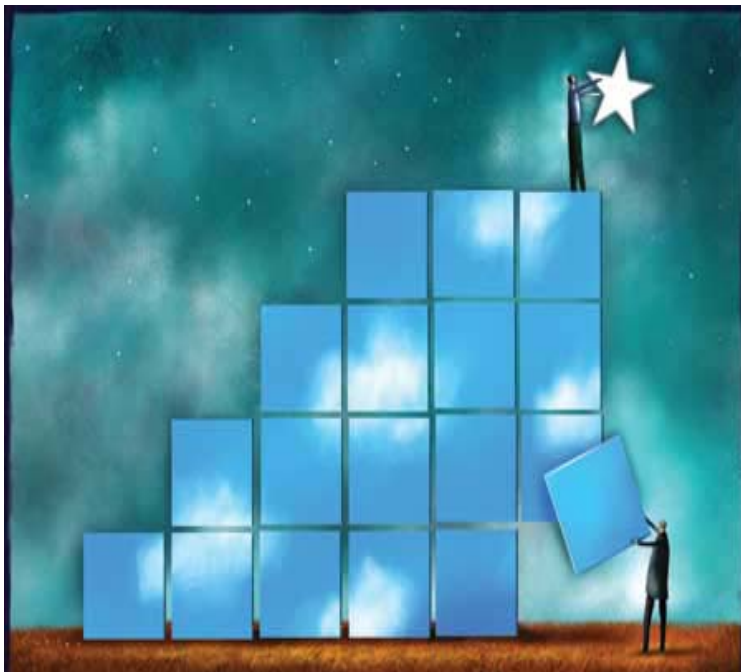


Consumers, providers, state agencies and community leaders  
**Working Together for  
Mental Health Transformation**

## **A Directory of Consumer-Operated Programs and Activities in Massachusetts**

As of March 2006



For more information,  
Call 617-442-4111  
or email:  
[info@m-power.org](mailto:info@m-power.org)

We would like to thank those consumers who helped to compile this directory of consumer\*-operated programs and activities by filling out the Transformation Committee's survey in the fall of 2005. Information from this survey is being used to:

- Determine the number and type of consumer-operated programs throughout Massachusetts
- Identify areas in the state where there are few or no consumer-operated programs in order to target development of new programs
- Develop a database that will sit on the Transformation Center website which consumers and providers can search to identify consumer-operated programs in their communities
- Inform training and technical assistance activities for consumer-operated programs and for those consumers who want to develop these activities in their communities
- Begin to identify Best Practices and build evidence for the value and importance of consumer-operated programs to the larger mental health system

All attempts have been made to make the directory as current as possible. However, it is recommended to call specific consumer-operated programs to verify hours of operation, etc.

If you are a member or director of a consumer-operated program that is not currently listed in this directory, and would like other consumers and providers to know about you, please contact the Transformation Center by phone: 617-442-4111 or by email: [info@m-power.org](mailto:info@m-power.org) in order to be included.

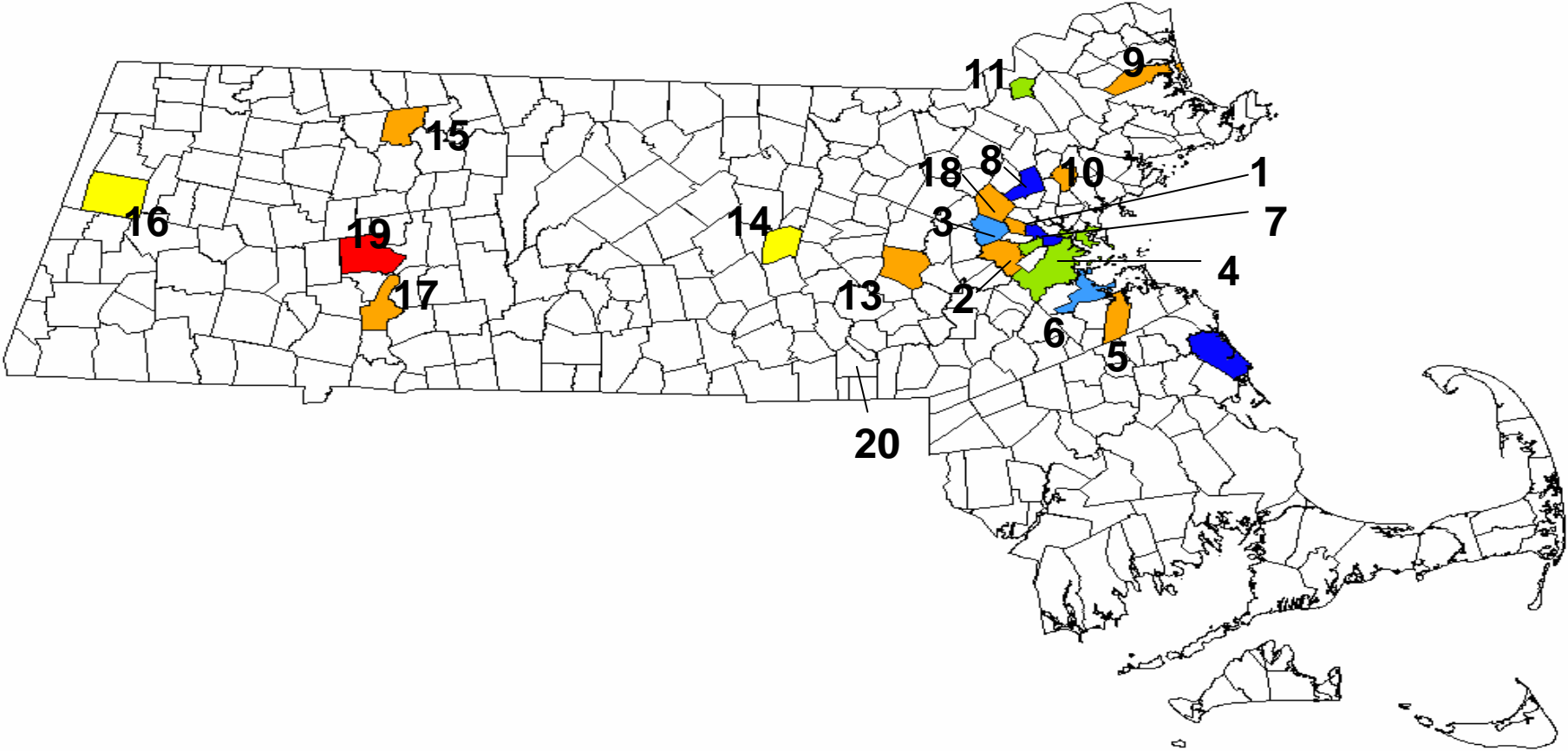
The **Massachusetts Mental Health System Transformation Grant** funded the work that went into compiling this directory of consumer\*-operated programs and activities. Since November 2004 this grant has been supporting the work of the Transcom (Transformation Committee), a diverse stakeholder group that is committed to developing the infrastructure needed to support and sustain effective recovery oriented, consumer-directed, culturally appropriate mental health services in Massachusetts. For more information about Transcom, please visit: [www.mamhtransformation.org](http://www.mamhtransformation.org)

**Transcom's Vision:** We envision a transformed system where people with mental health and addiction recovery needs have access and informed choice to a range of services and activities that support their individual recovery needs. People are supported as they participate fully in their community and achieve their personal recovery goals.

**Transcom's Mission:** To serve persons with mental health conditions, including those with co-occurring addiction needs, by establishing flexible peer driven infrastructure across the state that will support recovery oriented services and activities that respond to individual and community needs. Transcom will foster the development, promotion, and coordination of innovative recovery-oriented best practices.

\*People who have received mental health services use many different terms to describe themselves. The term "consumer" may not be comfortable for everyone who has dealt with mental health issues or services. It has been chosen for simplicity and clarity and is intended to include anyone who is a peer, survivor, or ex-patient.

The Massachusetts Mental Health Transformation Grant project team has identified the highlighted cities as having consumer-operated programs and/or activities. Refer to the legend that follows to identify these programs and activities.



## Legend for Consumer-Operated Programs & Activities Map (I)

Consumer-Operated Program	City	Map Number	Consumer-Operated Program	City	Map Number
Ad Lib. Inc. Drop-In Center	Pittsfield	16	Cross Connections Warm Line	Hopedale	20
Cambridge/Somerville Social Club	Cambridge	7	Danvers State Memorial Committee	Byfield	9
Career Initiatives	Holyoke	17	Freedom Center	Northampton	19
Caring and Sharing Telephone Line Enterprise (CASTLE)	Newton	2	Greater Lawrence Peer Counseling Project	Lawrence	11
Coalition for Fresh Air Rights	Boston	4	Hearts & Minds Wellness Program	Boston	4
Consumer Affairs	Quincy	6	Homeless Empowerment Advisory Project	Roxbury	4
Consumer Leadership Council	Northampton	19	In Our Own Voice	Woburn	8
Consumer Quality Initiatives, Inc. (CQI)	Roxbury	4	Jonathan Cole Mental Health Consumer Resource Center	Belmont	1
Consumer Transportation	Quincy	6	Lawrence Organizing Voices for Empowerment	Lawrence	11
Consumer Warm Line at the Edinburg Center	Lexington	18	Massachusetts Leadership Academy	Roxbury	4
Consumers and Alliances United for Supported Education (CAUSE)	Quincy	6	Massachusetts Organization for Addiction Recovery (MOAR)	Boston	4
Consumers of Color Peer Networking Project	Roxbury	4	MDDA-Boston	Belmont	1

## Legend for Consumer-Operated Programs & Activities Map (II)

Consumer-Operated Program	City	Map Number	Consumer-Operated Program	City	Map Number
Mental Illness Anonymous	Boston	4	RECOVER Project	Greenfield	15
MetroBoston Behavioral Health Resource Center	Boston	4	Recovery, Inc.	Boylston	14
Middle Path	Waltham	3	Riverside Community Care Peer Support Program	Wakefield	10
M-POWER	Roxbury	4	South Shore Warm Line	East Weymouth	5
NAMI-CARE	Woburn	8	Staff Survivor's Network	Northampton	19
NAMI Greater Boston Consumer Affiliate/Advocacy Network	Waltham	3	Tunefoolery Concert Ensembles	Cambridge	7
National Empowerment Center	Lawrence	11	Two Hats	Waltham	3
NILP's Services to Mental Health Consumers/ Psychiatric Survivors	Lawrence	11	VOICES Consumer Theatre Company	Pittsfield	16
Pat Deegan, PhD & Associates, LLC	Byfield	9	Voices For Change	Roxbury	4
Peer Educators Project	<b>Boston</b>	4	Wellness Recovery Action Plan (MASS. WRAP)	Cambridge	7
Peer Facilitators Project	Roxbury	4	Young Adult Leadership Commission	Roxbury	4
Peer-Line	Framingham	13			

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Ad Lib. Inc. Drop-In Center</b>
Description:	All staff are consumers. Various activities are offered on different nights.
Contact Person:	Patricia LeBeau-McDonough
Phone:	(413) 448-2461
Address:	215 North St. Pittsfield, MA 01201
Email & Web:	Email: <a href="mailto:adlib@adlibcil.org">adlib@adlibcil.org</a> Website: <a href="http://www.adlibcil.org">www.adlibcil.org</a>
Program Category:	Support group Drop-in center Advocacy group
Program/Activity Location:	215 North Street
Hours of Operation: - Call to confirm -	Mon-Fri from 5PM-8PM Sat&Sun from 1PM-6PM with 3 different activities
Open to New Participants?	Yes
Membership Requirements:	Open to all people with any type of disability - one can visit three times before deciding to become a member.

Program Name:	<b>Cambridge/Somerville Social Club</b>
Description:	DMH funded psychosocial day support program. Offers vocational, art, creative, and social programs with the goal of consumer empowerment and growth. An affordable healthy meal is served daily.
Contact Person:	Bill Spear
Phone:	(617) 576-6570 ext *821
Address:	54 Essex St. Cambridge, MA 02139
Email & Web:	Email: <a href="mailto:camsocialclub@yahoo.com">camsocialclub@yahoo.com</a>
Program Category:	Drop-in center
Program/Activity Location:	Converted school: approximately 1000 sq. ft. space in Central Square, Cambridge
Hours of Operation: - Call to confirm -	Every day: Mon-Fri from 3PM-8PM; Sat from 1PM-7PM & Sun from 1PM-6PM
Open to New Participants?	Yes: DMH eligible clients living in Cambridge/Somerville
Membership Requirements:	A history of mental health issues

Program Name:	<b>Career Initiatives</b>
Description:	Career Initiatives provides training and seed money to support consumer-run businesses and self-employment ventures.
Contact Person:	Oryx Cohen
Phone:	(413) 536-2401 ext 3032
Address:	187 High St., Suite 204 Holyoke, MA 01040
Email & Web:	Email: <a href="mailto:ocohen@wmtcinfo.org">ocohen@wmtcinfo.org</a> Website: <a href="http://www.wmtcinfo.org/career_initiatives.shtml">www.wmtcinfo.org/career_initiatives.shtml</a>
Program Category:	Small business development
Program/Activity Location:	Western MA
Hours of Operation: - Call to confirm -	Open Mon-Fri from 9AM-5PM
Open to New Participants?	Yes: the yearly application process is in May.
Membership Requirements:	Mental health, addictions, and/or trauma recovery

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Caring and Sharing Telephone Line Enterprise (CASTLE)</b>
Description:	CASTLE is a warm line, begun in 1996, that offers phone support to consumers who call and prearrange a time for a CASTLE operator to call back.
Contact Person:	Jack Daley
Phone:	Warm line: (617) 610-7907 (617) 243-3977
Address:	833-A Boylston Street Newton, MA 02461-1532
Email & Web:	Email: castledaley@hotmail.com
Program Category:	Support via phone
Program/Activity Location:	Newton, MA
Hours of Operation: - Call to confirm -	Warm line is open for calls: Sun, Mon, Tue, Thu, Fri from 7PM-11PM
Open to New Participants?	Yes
Membership Requirements:	

Program Name:	<b>Coalition for Fresh Air Rights (CFAR)</b>
Description:	CFAR is concerned with promoting the idea of daily access to fresh air and the outdoors as a fundamental right for psychiatric inpatients. Several private and some state-run facilities have had histories of not letting consumers outside, citing liability and cost. We believe that fresh air is a tonic of sorts and access to it will not only lead to the betterment of patients' quality of life, but will be cost-effective as well. To this extent, we have filed a bill in the Massachusetts State House, H. 2871, that would amend the existing "Five Fundamental Rights" (Mass. General Laws, Chapter 123, Section 23) to include daily access to fresh air and the outdoors as a sixth such right. The bill is endorsed by many professional organizations, and it has 14 state legislative sponsors. Our mailing list has almost 250 members and is growing steadily.
Contact Person:	Jonathan Dosick
Phone:	(617) 723-8455 ext 139 Toll-free (800) 872-9992 ext 139
Address:	Jonathan Dosick, Advocate Disability Law Center 11 Beacon Street, Suite 925 Boston, MA 02108
Email & Web:	Email: jdosick@dlc-ma.org/ Website: <a href="http://www.dlc-ma.org/CFAR">http://www.dlc-ma.org/CFAR</a>
Program Category:	Advocacy
Program/Activity Location:	CFAR is a joint project of M-Power and the Disability Law Center.
Hours of Operation: - Call to confirm -	Meetings are held about once a month.
Open to New Participants?	Yes
Membership Requirements:	None

Program Name:	<b>Consumer Affairs</b>
Description:	Consumer Affairs seeks to be a voice to improve and advocate for services that promote recovery. The Consumer Affairs Committee plans events and activities that are of interest to consumers.
Contact Person:	Nancy Hurd Virginia Wentworth
Phone:	(617) 626-9102 (617) 626-9093
Address:	Quincy Mental Health Center 460 Quincy Ave. Quincy, MA 02169
Email & Web:	
Program Category:	Drop-in center Monthly consumer affairs committee
Program/Activity Location:	Quincy Mental Health Center
Hours of Operation: - Call to confirm -	The office is open Mon-Fri from 9:30AM-5PM and the Consumer Affairs Committee meets monthly.
Open to New Participants?	Yes
Membership Requirements:	Anyone with a psychiatric disability who lives within the DMH catchment areas of Metro South, South West, and Newton-South Norfolk.

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Consumer Leadership Council</b>
Description:	Meetings are for any consumers/survivors who are interested in learning more about advocacy, offering stakeholder input to DMH, and supporting each other in their efforts.
Contact Person:	Linda S. Rost
Phone:	(413) 442-7047
Address:	c/o Ad Lib CIL 215 North Street Pittsfield, MA 01201
Email & Web:	Email: lstein@adlibcil.org
Program Category:	Support group Advocacy group Information sharing (events, resources, news of interest)
Program/Activity Location:	Past meetings for the last 2 years have been at the DMH Area Office Conference Room, Northampton MA (original 2 meetings were in Boston). The Council has been on hiatus. Future meetings TBA.
Hours of Operation: - Call to confirm -	About once a month. However, the Council has been on hiatus. Future meetings TBA.
Open to New Participants?	Yes (but currently on hiatus)
Membership Requirements:	Being a "self-declared" mental health consumer and having an interest to participate in activism and/or advocacy activities.

Program Name:	<b>Consumer Quality Initiatives, Inc. (CQI)</b>
Description:	CQI strives to bring out the collective consumer voice through research aimed at improving program and system quality, with the ultimate goal of transforming the mental health system to one that is more person centered.
Contact Person:	Jonathan Delman
Phone:	(617) 427-0505
Address:	132 Kemble St. Roxbury, MA 02119
Email & Web:	Email: jdelman@cqi-mass.org
Program Category:	Business: research, evaluation, quality improvement
Program/Activity Location:	CQI works throughout the state of Massachusetts, though it also consults on a national level as well as with other states.
Hours of Operation: - Call to confirm -	CQI operates each work day and sometimes more.
Open to New Participants?	Not applicable. CQI is open to new ideas, and welcomes the input of all consumers/family members into how CQI conducts business.
Membership Requirements:	

Program Name:	<b>Consumer Transportation</b>
Description:	The company transports DMH consumers to appointments, college, programs, work, and to DMH meetings such as advisory boards. Call 3 to 7 days before appointment to schedule a ride.
Contact Person:	Michael McNeice
Phone:	(617) 786-1885
Address:	Quincy Mental Health Center 460 Quincy Ave. Quincy, MA 02169
Email & Web:	Email: mikemcneice@aol.com
Program Category:	Business: Transportation
Program/Activity Location:	Quincy Mental Health Center
Hours of Operation: - Call to confirm -	Fixed hours: Mon-Fri from 8 AM-5:30 PM
Open to New Participants?	Yes
Membership Requirements:	Must be DMH eligible in the Quincy/south coastal region of MA.

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Consumer Warm Line at the Edinburg Center</b>
Description:	The warm line is an anonymous place for someone to talk.
Contact Person:	Deb: (781) 647-1541 Kathy O'Neil: (781) 899-2791
Phone:	Warm line: (800) 243-5836 For more info/crisis, call Anita @ The Edinburg Center: (781) 862-3600 or (781) 860-0570
Address:	Edinburg Center 1040 Waltham Street Lexington, MA 02421
Email & Web:	Website: <a href="http://www.edinburgcenter.org/">www.edinburgcenter.org/</a>
Program Category:	Support via phone: When people call the warm line, operators answer or call them back.
Program/Activity Location:	Edinburg Center
Hours of Operation: - Call to confirm -	Mon-Fri from 5PM-10PM; Sat&Sun from 1PM-10PM
Open to New Participants?	Yes: Callers are welcome and also those consumers wanting to be trained as operators.
Membership Requirements:	Having a mental health diagnosis (includes depression).

Program Name:	<b>Consumers and Alliances United for Supported Education (CAUSE)</b>
Description:	CAUSE is a supported education program designed to encourage individuals with psychiatric disabilities to enter college or technical school programs. CAUSE works with clients to find academic programs and financial aid. CAUSE is made up of professional staff members and peer counselors.
Contact Person:	Nancy Hurd Virginia Wentworth
Phone:	(617) 626-9102 (617) 626-9093
Address:	Quincy Mental Health Center 460 Quincy Ave. Quincy, MA 02169
Email & Web:	
Program Category:	Supported education program
Program/Activity Location:	Quincy Mental Health Center
Hours of Operation: - Call to confirm -	The office is open Mon-Fri from 9:30AM-5PM and the Consumer Affairs Committee meets monthly.
Open to New Participants?	Yes
Membership Requirements:	Anyone with a psychiatric disability who lives within the DMH catchment areas of Metro South, South West, and Newton-South Norfolk.

Program Name:	<b>Consumers of Color Peer Networking Project</b>
Description:	Consumers of Color Peer Networking Project performs outreach and connects consumers of color to one another and to necessary resources in the community.
Contact Person:	Valeria Chambers
Phone:	(617) 442-4111 Toll free: (877) 769-7693
Address:	c/o M-POWER 98 Magazine St. Roxbury, MA 02119
Email & Web:	Email: <a href="mailto:avacham@aol.com">avacham@aol.com</a>
Program Category:	Support group Advocacy group Networking
Program/Activity Location:	70 Saint Botolph Street, Boston MA and 98 Magazine Street, Roxbury MA
Hours of Operation: - Call to confirm -	Support group meets Tue from 7PM-8:30 PM; other activities may also occur at other times and places.
Open to New Participants?	Yes
Membership Requirements:	Must be a consumer of color and/or be interested in multi-cultural concerns and the effects of racism on mental health.

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Cross Connections (Crossroads Clubhouse Warm Line Connection)</b>
Description:	Cross Connections is a supportive telephone service dedicated to helping people who are feeling depressed, unhappy, or isolated. The warm line is administered by trained peer counselors who are members of Crossroads Clubhouse (a service of Riverside Community Care).
Contact Person:	David Wormley
Phone:	(508) 473-4715 Warm line: (978) 629-8485. When you hear a series of beeps, dial your phone number and a volunteer will return your call shortly. If you are in psychiatric crisis, please call the Emergency Service Team at (508)-634-3420 to speak with a trained clinician.
Address:	11 Williams Street Hopedale, MA 01747
Email & Web:	
Program Category:	Support via phone
Program/Activity Location:	Hopedale, MA
Hours of Operation: - Call to confirm -	7 Days a Week from 4PM-7PM & 10PM-12AM
Open to New Participants?	Yes
Membership Requirements:	Serving all mental health consumers in the Blackstone Valley.

Program Name:	<b>Danvers State Memorial Committee</b>
Description:	The Danvers State Memorial Committee is a grassroots organization comprised of over 60 ex-patients and allies. Many participants are former patients of the Danvers State Hospital. Their goal is to ensure that the cemeteries at Danvers State Hospital - and at state institutions across Massachusetts - are restored and properly memorialized. The Committee believes that those buried in state hospital cemeteries are, above all, people; many were forsaken in life, and they will not be forgotten in death.
Contact Person:	Pat Deegan
Phone:	(978) 462-7258
Address:	P.O. Box 208 Byfield, MA 01922
Email & Web:	Email: pat@patdeegan.com Website: <a href="http://dsmc.info/">http://dsmc.info/</a> and <a href="http://www.patdeegan.com">http://www.patdeegan.com</a>
Program Category:	State hospital cemetery restoration; housing for people with psychiatric disabilities through the sale of state hospitals, advocacy, anti-stigma, social justice, consumers-as-leaders.
Program/Activity Location:	Northshore area of MA
Hours of Operation: - Call to confirm -	
Open to New Participants?	Yes
Membership Requirements:	None

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Freedom Center</b>
Description:	Freedom Center, founded in 2001, is a support, advocacy, and activism group run by and for people with severe mental illness labels like schizophrenia and bipolar who want options outside the mainstream. It offers holistic alternatives, including free yoga and acupuncture, a weekly drop-in support group, information resource sharing, legal help, and peer advocacy to challenge human rights abuses. There is also a weekly live FM radio show as well as frequent public education events that draw hundreds of people. Freedom Center stands for choice and self-determination, and challenges misinformation about treatments and diagnosis. All of their work is based on personal empowerment and taking back control of one's life. People who use psychiatric drugs and people who don't are welcome, and people are helped to reduce and/or go off drugs if they so choose. Freedom Center is a collectively run organization that welcomes new volunteers and interns, as well as mental health staff and others who are allies.
Contact Person:	Will Hall
Phone:	(413) 582-9948
Address:	P.O. Box 623 Northampton, MA 01061
Email & Web:	Email: info@freedom-center.org Website: www.freedom-center.org
Program Category:	Support group Drop in center Advocacy group Human rights activism, public education, media
Program/Activity Location:	Northampton, MA
Hours of Operation: - Call to confirm -	Acupuncture clinic Mondays at 4:30PM, yoga Mondays at 7PM, radio show Wednesdays at 6PM, support group Thursdays at 7PM
Open to New Participants?	Yes
Membership Requirements:	None

Program Name:	<b>Greater Lawrence Peer Counseling Project</b>
Description:	This peer counseling project matches consumer peer counselors with DMH eligible consumers in one-on-one relationships. Peer counselors provide support, listening, and advocacy assistance to those they work with.
Contact Person:	Jo Bower (English speaking) Oliva Tejada (Spanish speaking)
Phone:	(978) 687-4288 Jo: ext 30 Oliva: ext 13
Address:	c/o Northeast Independent Living Center 20 Ballard Road Lawrence, MA 01843
Email & Web:	Email: jbower@nilp.org , otejada@nilp.org Website: www.nilp.org
Program Category:	One-to-one peer support service
Program/Activity Location:	The majority of peer counseling occurs in the community at coffee shops and at counselee's homes, etc. Very rarely do counselors work with their peers at NILP.
Hours of Operation: - Call to confirm -	About once a week
Open to New Participants?	Yes
Membership Requirements:	Counselees must be DMH eligible in the Essex North Site DMH Area.

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Hearts &amp; Minds Wellness Program</b>
Description:	Hearts & Minds is a multi-part program whose goal is to promote physical wellness along with social, emotional, and spiritual wellness for persons with psychiatric conditions.
Contact Person:	Howard Trachtman
Phone:	(781) 642-0368
Address:	85 East Newton Street Suite 516 & 517 Boston, MA 02118
Email & Web:	Email: info@namigbcn.org Website: www.namigbcn.org (separate H&M website forthcoming)
Program Category:	Support group Advocacy group Other: Outreach program
Program/Activity Location:	Various locations; program headquarters and some groups meet at 85 East Newton Street, Boston.
Hours of Operation: - Call to confirm -	About once a week
Open to New Participants?	Yes
Membership Requirements:	None

Program Name:	<b>Homeless Empowerment Advisory Project (HEAP)</b>
Description:	HEAP represents the residents of Metro Boston Area transitional housing programs and those served by the Homeless Outreach Team. HEAP members meet weekly for support and advocacy activities. HEAP also provides social outings for its members.
Contact Person:	Paul Ottenstein
Phone:	(617) 427-1160
Address:	c/o M-POWER 98 Magazine St. Roxbury, MA 02119
Email & Web:	Email: heap11@mac.com
Program Category:	Support group Advocacy group
Program/Activity Location:	HEAP meets weekly at M-Power. Social outings occur at restaurants and other settings.
Hours of Operation: - Call to confirm -	Weekly meetings are Mondays at 6:30PM and social activities about once a month.
Open to New Participants?	Yes
Membership Requirements:	DMH clients in the Metro Boston Area who are currently or have been homeless.

Program Name:	<b>In Our Own Voice</b>
Description:	In Our Own Voice is multi-media presentation given by trained consumers for other consumers, family members, health providers, law enforcement officials, educators, students, etc. It includes a video, personal testimony, and discussion; and it enriches the audience's understanding of how people with these serious disorders cope with the reality of their illness while recovering and reclaiming productive lives.
Contact Person:	Lisa Halpern, Program Coordinator
Phone:	(781) 938-4048 Toll free: (800) 370-9085
Address:	c/o NAMI-Mass 400 West Cummings Park, Suite 6650 Woburn, MA 01801
Email & Web:	Email: LHalpern@westbridge.org Website: www.nami.org or www.namimass.org
Program Category:	Advocacy group Anti-stigma and empowerment public speaking program
Program/Activity Location:	We present to organizations in the community at sites across Massachusetts.
Hours of Operation: - Call to confirm -	Presentations may be scheduled 7 days a week during the morning, afternoon, or evening.
Open to New Participants?	Yes
Membership Requirements:	None

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Jonathan Cole Mental Health Consumer Resource Center</b>
Description:	Resource center with volunteer and employment opportunities
Contact Person:	Evie Barkin
Phone:	(617) 855-3298
Address:	115 Mill Street Belmont MA 02478
Email & Web:	Email: prozy@comcast.net Website: www.coleresourcecenter.org/
Program Category:	Resource center
Program/Activity Location:	On the campus of McLean Hospital, 115 Mill Street, Belmont
Hours of Operation: - Call to confirm -	Fixed hours: Tue, Wed, Thu from 11AM-4PM; or by appointment
Open to New Participants?	Yes
Membership Requirements:	None

Program Name:	<b>Lawrence Organizing Voices for Empowerment (LOVE)</b>
Description:	LOVE brings together consumer-survivors from the Greater Lawrence area to advocate for improvements in mental health services at the local and state level.
Contact Person:	Ruthie Poole
Phone:	(978) 687-4288
Address:	c/o Northeast Independent Living Center 20 Ballard Road Lawrence, MA 01843
Email & Web:	Email: rpoole@nilp.org Website: www.nilp.org
Program Category:	Advocacy group
Program/Activity Location:	Meetings are held at the NILP site
Hours of Operation: - Call to confirm -	We meet about once or twice a month, usually on Wednesdays from 5PM-7PM.
Open to New Participants?	Yes
Membership Requirements:	Mental health consumers/survivors from the Greater Lawrence area (includes Lawrence, Methuen, Andover, and North Andover). Also open to consumers outside the area if they have their own transportation to get there.

Program Name:	<b>Manic-Depressive and Depressive Association of Boston (MDDA-Boston)</b>
Description:	MDDA-Boston is a local affiliate of the national <b>Depression and Bipolar Support Alliance (DBSA)</b> . It provides peer support, education, and a place where people can share their experiences, and has done so since 1985.
Contact Person:	Office staff or Karl Ackerman, President through June 2006
Phone:	(617) 855-2795
Address:	Located at: McLean Hospital DeMarneffe Building, Room 119 115 Mill Street Belmont, MA 02478 Mail address: MDDA-Boston P.O. Box 102 Belmont, MA 02478
Email & Web:	Email: info@mddaboston.org Website: www.mddaboston.org
Program Category:	Support group: ~20 meetings per week Advocacy group Education
Program/Activity Location:	3 locations: McLean Hospital, Beth Israel Hospital, and Mass General Hospital
Hours of Operation: - Call to confirm -	The office is open Tue, Wed, Thu from 10AM-4PM. The main meeting is held every Wed from 7PM-9PM at McLean Hospital with 12 different support groups that night. There are also weekly support groups that meet Mon, Thu, Fri, Sat from 1:30PM-3:30PM at McLean Hospital; Tue and Thu nights from 7PM-9PM at Mass General Hospital; and Fri afternoons from 2PM-4PM at Beth Israel Hospital.
Open to New Participants?	Yes
Membership Requirements:	No diagnosis requirements. However, emphasis is on coping with primary mood disorders, schizoaffective disorders, and mood aspects of other disorders with secondary depression. No membership or attendance fees are required.

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Massachusetts Leadership Academy</b>
Description:	The Massachusetts Leadership Academy provides citizen-based leadership and advocacy training for people with mental health and addiction recovery needs. Participants learn about networking, peer support, advocacy, how to be active on policy boards and committees, and how to play a valuable role in shaping mental health services in MA.
Contact Person:	Suzy Burba Sara Sternberg
Phone:	(617) 442-4111 Toll free: (877) 769-7693
Address:	c/o M-POWER 98 Magazine St. Roxbury, MA 02119
Email & Web:	Email: sara@m-power.org , suzy@m-power.org
Program Category:	Empowerment training
Program/Activity Location:	Various regions around the state
Hours of Operation: - Call to confirm -	Meetings occur a few times a year.
Open to New Participants?	Yes
Membership Requirements:	The only requirement is being someone who has received mental health services and wants to explore leadership.

Program Name:	<b>Massachusetts Organization for Addiction Recovery (MOAR)</b>
Description:	MOAR offers advocacy, education, and recovery support. It teaches people how to navigate the system in order to get help, how to be their own voice of recovery, and how to tell their own story. MOAR offers training sessions based on AREAS: Addiction Recovery Education Access Services. MOAR also works to educate family, friends, and the general public about the value of living in recovery.
Contact Person:	Maryanne Frangules
Phone:	(617) 423-6627 Toll free: (877) 423-6627
Address:	c/o Boston ASAP 30 Winter St. 3rd Floor Boston, MA 02108
Email & Web:	Email: MOARfran@aol.com Website: www.neaar.org/moar/
Program Category:	Advocacy group Education through recovery support services
Program/Activity Location:	"AREAS" weekly meetings are held in Worcester and East Boston.
Hours of Operation: - Call to confirm -	Office hours: Mon-Fri from 9AM-5PM. "AREAS" meetings held once a week.
Open to New Participants?	Yes
Membership Requirements:	MOAR is inclusive.

Program Name:	<b>Massachusetts People/Patients Organized for Wellness, Empowerment, and Rights (M-POWER) - Boston chapter</b>
Description:	M-POWER is a member-run organization of mental health consumers and current and former psychiatric patients that advocates for political and social change within the mental health system, the community, city, and statewide. M-POWER also advocates for issues pertaining to wellness, empowerment, and human rights.
Contact Person:	Boston Chapter Steering Committee
Phone:	(617) 442-4111 Toll free: (877) 769-7693
Address:	c/o M-POWER 98 Magazine St. Roxbury, MA 02119
Email & Web:	Email: bostonchapter@m-power.org Website: www.m-power.org
Program Category:	Support group Nonprofit advocacy group
Program/Activity Location:	98 Magazine Street, Roxbury
Hours of Operation: - Call to confirm -	Meeting held the 2nd Friday of the month at M-POWER; and during special events.
Open to New Participants?	Yes
Membership Requirements:	None

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Mental Illness Anonymous</b>
Description:	Peer-led support group
Contact Person:	Jack Reardon
Phone:	(617) 277-9799
Address:	The Peer Support Initiative c/o Vinfen corporation 1050 Commonwealth Ave., Suite 200 Boston, MA 02215
Email & Web:	Email: reardonj@vinfen.org Website: www.vinfen.org
Program Category:	Support group
Program/Activity Location:	Various locations in greater Boston
Hours of Operation: - Call to confirm -	Groups meet once a week for 1 hour.
Open to New Participants?	Yes
Membership Requirements:	Varies

Program Name:	<b>MetroBoston Behavioral Health Resource Center</b>
Description:	The MetroBoston BH Resource Center is a consumer and family peer education/recovery community which provides a variety of services to people with psychiatric disorders and to their families, friends, and other supporters.
Contact Person:	Howard Trachtman
Phone:	(617) 305-9976
Address:	85 East Newton Street Suite 516 Boston, MA 02118
Email & Web:	Email: info@bostonresourcecenter.org Website: www.bostonresourcecenter.org
Program Category:	Support group Drop-in center Advocacy group Business: Gift cards, consulting
Program/Activity Location:	Primarily on the 5th floor of 85 East Newton Street, Boston
Hours of Operation: - Call to confirm -	Mon & Thu from 11AM-3PM, and by appointment
Open to New Participants?	Yes
Membership Requirements:	None

Program Name:	<b>Middle Path</b>
Description:	Consumers with Borderline Personality Disorder and related symptoms who educate, advocate, and support all people affected by BPD.
Contact Person:	Kiera Van Gelder
Phone:	(781) 209-8333
Address:	P.O. Box 541481 Waltham, MA 02454
Email & Web:	Email: kvg@middle-path.org Website: www.middle-path.org
Program Category:	Support group Advocacy group
Program/Activity Location:	Waltham MA for support groups, DBT skills groups, BPD psychoeducation groups, mindfulness practice. Internet/website for resource information. Conferences and on-site locations for education, advocacy, etc.
Hours of Operation: - Call to confirm -	Groups are screened and run for 12 week cycles. DBT Skills groups meet weekly.
Open to New Participants?	Yes, there are ongoing groups. Middle Path is always looking for involvement from those supportive of BPD.
Membership Requirements:	None

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>National Alliance on Mental Illness: Consumers Advocating Recovery through Empowerment (NAMI-CARE)</b>
Description:	NAMI-CARE is a peer-based, mutual support group program for individuals facing the challenges of recovering from any serious mental illness. It is a support group led by consumers, for consumers, that employs guidelines and principles of support designed to empower its members. NAMI-CARE is a group for all consumers with any diagnosis of any kind of mental illness. The support group model focuses on allowing all participants to share their experiences and learn from each other in a safe and confidential environment. There are a number of NAMI-CARE support groups available in Massachusetts.
Contact Person:	James Yirrell
Phone:	Main office: (781) 938-4048 James Yirrell: (978) 276-1458
Address:	400 West Cummings Park, Suite 6650 Woburn, MA 01801
Email & Web:	Email: <a href="mailto:namireception@aol.com">namireception@aol.com</a> Website: <a href="http://www.namimass.org">www.namimass.org</a>
Program Category:	Support group Advocacy group
Program/Activity Location:	NAMI-CARE has several chapters that meet in various cities and towns across the state. See the website or call for location of chapters and meeting schedules.
Hours of Operation: - Call to confirm -	About once a month; please call the office for the most up-to-date support group listings.
Open to New Participants?	Yes
Membership Requirements:	Consumers with a mental illness. There are separate NAMI groups for non-consumer family members.

Program Name:	<b>National Alliance on Mental Illness: Greater Boston Consumer Affiliate/Advocacy Network (NAMI GB CAN)</b>
Description:	NAMI Greater Boston CAN is an affiliate of NAMI-Mass. NAMI GB CAN is a non-profit grassroots organization formed by present and former consumers of mental health services to provide support and educational programs, and to advocate for improving conditions for people diagnosed or labeled with a mental illness.
Contact Person:	Howard D. Trachtman, President
Phone:	(781) 446-7653
Address:	P O Box 541481 Waltham MA 02454-1481
Email & Web:	Email: <a href="mailto:info@namigbcan.org">info@namigbcan.org</a> or <a href="mailto:HDT@mit.edu">HDT@mit.edu</a> Website: <a href="http://www.namigbcan.org">www.namigbcan.org</a>
Program Category:	Advocacy group
Program/Activity Location:	Potter Place Clubhouse: 15 Vernon Street, Waltham, MA
Hours of Operation: - Call to confirm -	Meetings are the 3rd Thursday of the month from 5PM-7PM. Call for info on various social activities; there is also an email listserv for news and events.
Open to New Participants?	New participants are welcome.
Membership Requirements:	None

Program Name:	<b>National Empowerment Center</b>
Description:	NEC organizes national consumer conferences; provides technical assistance on recovery from mental illness; gives talks and conducts trainings on recovery and system transformation.
Contact Person:	Judene Shelley
Phone:	(978) 685-1494 Toll free: 1-800-POWER2U
Address:	599 Canal Street Lawrence, MA 01840
Email & Web:	Email: <a href="mailto:j.shelley@power2u.org">j.shelley@power2u.org</a> Website: <a href="http://www.power2u.org">www.power2u.org</a>
Program Category:	Technical assistance center
Program/Activity Location:	Throughout the United States, Canada, and other countries.
Hours of Operation: - Call to confirm -	The program is open for phone calls, emails, etc., from 9AM-5PM.
Open to New Participants?	Yes
Membership Requirements:	None

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Northeast Independent Living Program (NILP): Services to Mental Health Consumers/ Psychiatric Survivors</b>
Description:	This program offers an array of services to mental health consumers living in northeastern Massachusetts, including: information and referral; peer counseling; individual advocacy both in the community and at Tewksbury Hospital; technical assistance; an annual consumer-run conference called No Surrender ; the Lawrence Organizing Voices for Empowerment (LOVE) Group; and the Greater Lawrence Peer Counseling Project. [The last two programs are listed elsewhere in this directory]
Contact Person:	Ruthie Poole, Nan Donald, Jo Bower, Sam Chivers (English) Oliva Tejada (Spanish)
Phone:	(978) 687-4288
Address:	20 Ballard Road Lawrence, MA 01843
Email & Web:	Email: rpoole@nilp.org , ndonald@nilp.org , jbower@nilp.org , otejada@nilp.org Website: www.nilp.org
Program Category:	Various services are offered (see program description).
Program/Activity Location:	Mostly at NILP but also elsewhere in northeastern Massachusetts.
Hours of Operation: - Call to confirm -	Mon-Fri from 9AM-5PM with some evening meetings.
Open to New Participants?	Yes
Membership Requirements:	None

Program Name:	<b>Pat Deegan, PhD &amp; Associates, LLC</b>
Description:	Deegan & Associates create training sessions about recovery, the use of psychiatric medications as part of recovery, and about recovery oriented practices for mental health workers. They also conduct research, give lectures, and are also involved in state hospital cemetery restoration.
Contact Person:	Pat Deegan Deborah Anderson
Phone:	(978) 462-7258
Address:	P.O. Box 208 Byfield, MA 01922
Email & Web:	Email: deborah@patdeegan.com Website: www.patdeegan.com/index.html
Program Category:	Business: CSX Consulting (www.patdeegan.com)
Program/Activity Location:	Northshore of MA
Hours of Operation: - Call to confirm -	Business hours Mon-Fri
Open to New Participants?	Yes
Membership Requirements:	None

Program Name:	<b>Peer Educators Project</b>
Description:	The program is a statewide effort that connects people who have psychiatric conditions in mutual help groups.
Contact Person:	Jack Reardon
Phone:	(617) 277-9799
Address:	c/o Vinfen 1050 Commonwealth Ave., Suite 200 Boston, MA 02215
Email & Web:	Email: reardonj@vinfen.org
Program Category:	Support group operated by non-profit.
Program/Activity Location:	Day treatment programs, clubhouses, state and veterans hospitals, and Vinfen sites.
Hours of Operation: - Call to confirm -	Business hours: Mon-Fri from 9AM-5PM
Open to New Participants?	Yes
Membership Requirements:	Varies

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Peer Facilitators Project</b>
Description:	The Peer Facilitators Project is a consumer-run meeting that meets regularly in state hospitals and community mental health centers. Their focus is peer support, peer advocacy, and the lived experience of recovery.
Contact Person:	Ann Stillman Julie Prentice (for the Central and Northeast regions)
Phone:	(617) 442-4111 Toll free: (877) 769-7693
Address:	c/o M-POWER 98 Magazine St. Roxbury, MA 02119
Email & Web:	Email: <a href="mailto:ann@m-power.org">ann@m-power.org</a>
Program Category:	Support group Advocacy group
Program/Activity Location:	State hospitals and community mental health centers
Hours of Operation: - Call to confirm -	About once a week for an hour
Open to New Participants?	Yes, during their hospital stay
Membership Requirements:	None

Program Name:	<b>Peer-Line</b>
Description:	The Peer-Line provides phone support for mental health consumers, by mental health consumers - it is not a crisis line.
Contact Person:	Mark Knowlton
Phone:	Call (508) 879-2250 ext 168 to schedule a time to be called by a Peer Line Operator. (This is not a crisis line. Do not call this extension for a psychiatric emergency)
Address:	SMOC Behavioral Health Services 300 Howard Street Framingham, MA 01701
Email & Web:	Email: <a href="mailto:markk@smoc.org">markk@smoc.org</a>
Program Category:	Phone support evenings & weekends
Program/Activity Location:	From operators' home phones
Hours of Operation: - Call to confirm -	Mon-Fri from 4PM-9:30PM; Sat & Sun from 1PM-5PM.
Open to New Participants?	Yes. The Peer-Line is also looking for consumers willing to be trained as phone operators.
Membership Requirements:	Callers are generally referred by DMH or by staff at SMOC.

Program Name:	<b>RECOVER Project</b>
Description:	The RECOVER Project is a community-driven program that aims to enhance the lives of people in recovery from alcohol and drug addiction. It exists to foster recovery & to empower individuals, families, and the community of Franklin County and Athol. The RECOVER Project provides peer-based recovery supports founded on the principle that great competence and wisdom reside in those with lived experience. Volunteers are central to the work of the RECOVER Project, and are involved in all programs: leading support groups, planning events, publishing the newsletter, and serving as ambassadors to the community. Anyone is welcome to apply to volunteer, including family members, concerned others, and professionals.
Contact Person:	Laurie Kamansky
Phone:	(413) 774-5489 ext 12
Address:	55 Federal St., Suite 125 Greenfield, MA 01301
Email & Web:	Email: <a href="mailto:lkamansky@wmtcinfo.org">lkamansky@wmtcinfo.org</a> Website: <a href="http://www.wmtcinfo.org/recover_project.shtml">www.wmtcinfo.org/recover_project.shtml</a>
Program Category:	Recovery community services program Peer support
Program/Activity Location:	Franklin County
Hours of Operation: - Call to confirm -	The center is open Mon-Fri from 9AM-5PM and other times as scheduled.
Open to New Participants?	Yes
Membership Requirements:	

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Recovery, Inc.</b>
Description:	The mission of Recovery Inc. is to provide an effective, compassionate path to self-managed recovery from mental illness, behavioral disorders, and the stress of everyday life. Behavioral training is offered to overcome nervous symptoms.
Contact Person:	Beverly Ducat
Phone:	(508) 869-6090
Address:	908 Edgebrook Drive Boylston, MA 01505
Email & Web:	Email: gbducat@msn.com Website: www.recovery-inc.org
Program Category:	Support group Behavioral training
Program/Activity Location:	Public buildings (churches, hospitals, etc.)
Hours of Operation: - Call to confirm -	About once a week
Open to New Participants?	Yes
Membership Requirements:	18 years or older

Program Name:	<b>Riverside Community Care Peer Support Program</b>
Description:	The Riverside Peer Support Program provides support and social opportunities to DMH eligible clients in the northeast area.
Contact Person:	Michael Kerins
Phone:	(781) 246-2003 ext 202
Address:	338 Main Street, Suite 303 Wakefield, MA 01880
Email & Web:	Email: mkerins@riversidecc.org
Program Category:	Peer support
Program/Activity Location:	In the community of the northeast DMH area.
Hours of Operation: - Call to confirm -	Each peer counselor offers peer support for varying amounts of time.
Open to New Participants?	Currently there are openings for clients looking to receive peer support.
Membership Requirements:	DMH eligible clients only in the northeast catchment area.

Program Name:	<b>South Shore Warm Line</b>
Description:	The South Shore Warm Line is a place where mentally ill people can call for almost everything. When someone calls who is suicidal, crisis lines are called. Other than that it is confidential.
Contact Person:	Linda Briggs
Phone:	Warm line: 617-689-1050 or 617-689-1051 (781) 331-4566
Address:	112 Middle St., Apt. 37 East Weymouth, MA 02189
Email & Web:	
Program Category:	Support via phone
Program/Activity Location:	Atlantic Clubhouse
Hours of Operation: - Call to confirm -	Warm line hours: Sun, Mon, Thu, and Fri from 5PM-9PM
Open to New Participants?	Callers are welcome, but to become an operator training is required.
Membership Requirements:	

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Staff Survivor's Network</b>
Description:	The Staff Survivor's Network is a support/advocacy group founded by and for mental health staff with a mental illness diagnosis. We provide support for our peers, whom we consider to be the silent majority in our field, and advocate for system reforms, i.e., eliminating the self-disclosure prohibition and reducing the misuse of medications. A national and international networking database is being created for our staff survivor peers, with the goal of transforming the system by recognizing the unique talents and abilities that those of us who walk both sides of the line bring to the workplace, while strategizing how to deal with the unique stresses that come with a job that can hit so close to home.
Contact Person:	Lee Shuer Sera Davidow
Phone:	(413) 585-8316
Address:	129 King Street Northampton, MA 01060
Email & Web:	Email: leisure@staffsurvivorsnetwork.com , sera@staffsurvivorsnetwork.com Website: www.staffsurvivorsnetwork.com
Program Category:	Support group Advocacy group
Program/Activity Location:	Meetings are held in the private "Library Room" in the back of Packards restaurant on Masonic Street in Northampton.
Hours of Operation: - Call to confirm -	Meetings are the first and third Tuesdays of the month from 7PM-9PM.
Open to New Participants?	New participants are welcome.
Membership Requirements:	The Staff Survivor's Network is open to all mental health staff in recovery from mental illness, as well as individuals with a diagnosis who are phasing out of a job or gearing up to start a new mental health job.

Program Name:	<b>Tunefoolery Concert Ensembles</b>
Description:	Tunefoolery is a group of over 35 consumer musicians who perform for underserved populations. The ensemble performs at clubhouses, treatment centers, nursing facilities, etc., and also at schools in order to educate students about the talents of consumers.
Contact Person:	Jens Rybo
Phone:	(617) 576-6570 ext *822
Address:	54 Essex St., 1st Floor Cambridge, MA 02139
Email & Web:	Email: jrybo@tunefoolery.org Website: www.tunefoolery.org
Program Category:	Music group Music community
Program/Activity Location:	Though based in Cambridge, Tunefoolery performs at venues throughout New England.
Hours of Operation: - Call to confirm -	The ensemble meets 2-3 times a week.
Open to New Participants?	Yes. Auditions are held once a year.
Membership Requirements:	Musical skills and being a consumer.

Program Name:	<b>Two Hats</b>
Description:	Two Hats is a monthly networking dinner for consumers who work or would like to work in human services or who are active in mental health advocacy. It is not a formal support group but an opportunity to network and socialize.
Contact Person:	Howard D. Trachtman
Phone:	(781) 642-0368
Address:	P.O. Box 541481 Waltham, MA 02454
Email & Web:	Email: hdt@m-power.org Website: www.m-power.org/twohats.html
Program Category:	Support group
Program/Activity Location:	The Mary Chung restaurant at 460 Massachusetts Avenue, Cambridge. Central Square's redline subway and plenty of free parking are nearby.
Hours of Operation: - Call to confirm -	Meetings are held the second Thursday of the month at 7PM and last at least an hour and sometimes much longer.
Open to New Participants?	Yes
Membership Requirements:	

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>VOICES Consumer Theatre Company</b>
Description:	"VOICES" uses original theatre pieces written by consumers as a vehicle to educate, decrease stigma, advocate, and empower audiences.
Contact Person:	Sally Filkins
Phone:	(413) 442-1928
Address:	35 Clinton Ave. Pittsfield, MA 01201
Email & Web:	Email: charlietravel@msn.com
Program Category:	Advocacy group Consumer theatre company
Program/Activity Location:	The company tours throughout the state and region.
Hours of Operation: - Call to confirm -	Anywhere from one to several times a week, depending on the schedule.
Open to New Participants?	Yes
Membership Requirements:	Participants must be able to function independently.

Program Name:	<b>Voices For Change</b>
Description:	Newsletter of human and civil rights advocacy and organization at M-Power.
Contact Person:	Cathy Levin
Phone:	(617) 442-4111
Address:	c/o M-POWER 98 Magazine St. Roxbury, MA 02119
Email & Web:	Email: newsletter@m-power.org Website: www.m-power.org/
Program Category:	Newsletter
Program/Activity Location:	M-POWER office
Hours of Operation: - Call to confirm -	About once every 2 months. The newspaper is published 4x year, soon to be published 6x year. Editorial committee will then meet 6x year.
Open to New Participants?	The newsletter is always looking for writers. New positions on the editorial committee are also open.
Membership Requirements:	None

Program Name:	<b>Wellness Recovery Action Plan (MASS. WRAP)</b>
Description:	Peer-run program focusing on mental health and recovery. Key concepts of the program are hope, personal responsibility, education, self-advocacy, and support.
Contact Person:	Marina Colonas
Phone:	(617) 876-4193
Address:	68 Berkshire Street, #2 Cambridge, MA 02141
Email & Web:	mcolonas@hotmail.com
Program Category:	Support group Advocacy Recovery and wellness in mental health
Program/Activity Location:	In the community
Hours of Operation: - Call to confirm -	Classes meet once a week for 90 minutes over a 12 week period. Other arrangements are possible.
Open to New Participants?	Yes
Membership Requirements:	None

## Consumer-Operated Programs and Activities in Massachusetts

Program Name:	<b>Young Adult Leadership Commission</b>
Description:	The focus of the program is to give young people a chance to advocate for better mental health services for their peers.
Contact Person:	Jessel-Paul Smith
Phone:	(617) 442-4111
Address:	c/o M-POWER 98 Magazine St. Roxbury, MA 02119
Email & Web:	Email: <a href="mailto:jessel@m-power.org">jessel@m-power.org</a> Website: <a href="http://www.m-power.org/">www.m-power.org/</a>
Program Category:	Advocacy group
Program/Activity Location:	Meetings are held in Boston; however, participants live in the northeast area of Massachusetts.
Hours of Operation: - <i>Call to confirm</i> -	About once every 2 weeks
Open to New Participants?	Yes
Membership Requirements:	Young people between the ages of 16-25 who are DMH (Northeast Area/DMH) clients and live in the northeast area of Massachusetts are eligible.