Resource Guide for Lesbian, Gay, Bisexual and Transgender Patients

Health Equity/Cultural Competence Committee
January 2020
HEALTH CARE RESOURCES

GENDER AFFIRMING HORMONE THERAPY PROVIDERS

Baystate Health

J. Aleah Nestebly, FNP
Offers a transgender clinic and practices informed consent model for CHT. Patients with private insurance can be seen for transgender care only at the High Street clinic. Patients with public insurance must transfer their primary care to High Street Health Center to receive transgender services.
High Street Health Center
140 High Street
Springfield, MA
413.794.2511

Edward M. Kennedy Community Health Center

Dr. Anna McMahon, Family Medicine
Services available only to patients of Kennedy Community Health. Kennedy Community Health practices an informed consent model for CHT, which does not require active therapy or a letter/referral from a therapist.
19 Tacoma Street
Worcester, MA
508.852.1805

Family Health Center of Worcester (FHCW)

Dr. Melissa Gleckel, Family Medicine
Services available only to patients of FHCW. FHCW also practices an informed consent model for CHT, which does not require active therapy or a letter/referral from a therapist.
26 Queen Street
Worcester, MA
508.860.7800

Fenway Health

Dr. Tim Cavanaugh, Family Medicine, Medical Director, Transgender Health Program
Practices an informed consent model for CHT, which does not require active therapy or a letter/referral from a therapist.
1340 Boylston Street
Boston, MA
857.313.6589

UMass Memorial Endocrinology

Dr. Marjorie Safran
UMass Endocrinology requires a referral (or letter) from a therapist with experience in evaluating trans patients, and the letter must clearly state that CHT is recommended for their care.
55 Lake Avenue North
Worcester, MA 01655
508.856.3166
MENTAL HEALTH PROVIDERS

Dr. Eunice Aviles, PsyD, LMHC
English/Spanish bilingual, based in Amherst and Worcester
338 Highland Street
Worcester, MA
413.657.6104

Noreen Conlon, LMHC
Long history of working with trans clients
Life Guidance of Central Mass
71 Main Street
Westminster, MA
978.827.5389

Maria Diran, LMHC
74 Elm Street, Suite 2D
Worcester, MA 01609
774.314.9739

Caitlyn Dunham, LICSW Psychotherapist
Specializes in traumatic experiences, working with young children and families and helping people explore and make shifts in their gender identity.
489 Washington Street
Auburn, MA
508.731.8413

Caroline Durning, MSW
Only takes patients who receive primary care at Kennedy Community Health.
Edward M. Kennedy Community Health Center
19 Tacoma Street
Worcester, MA
508.852.1805

Diane Ellaborn, LICSW
Works with trans adults and adolescents, provides clinical letters for CHT.
152 Edmans Road
Framingham, MA
508.788.5406

Naome Fearing, LICSW
9 Cedar Street
Worcester, MA
508.753.7140

Dr. Johanna Sagarin, Clinical director
Services for children and adolescents
Ellsworth Child & Family Counseling Center
21 Cedar Street
Worcester, MA 01609
508.753.5425
Mary Wells, LICSW
Valley Psychiatric Services
255 Park Avenue
Worcester, MA
508.753.2900

Jeanne Wess, LICSW
48 Cedar Street
Worcester, MA
508.754.7178

SUBSTANCE USE DISORDER SERVICES

All Treatment
LGBTQA+ friendly drug and alcohol addiction services.
www.alltreatment.com

Alcohol Rehab
Compassionate treatment specialist 24/7 for LGBTQ alcoholism
877.624.1853

Edward M. Kennedy Community Health Center: MAT Program
19 Tacoma Street
Worcester, MA
508.852.1805

OTHER HEALTH CARE RESOURCES

CDC Lesbian Gay Bisexual and Transgender Health
http://www.cdc.gov/lgbthealth/index.htm

CK Life Surgery Scholarship Fund
http://cklife.org/Surgery-Scholarship-Fund.php

Electrology Institute: low price clinic for electrology.
Tewksbury, MA
800.548.6339

Gay Lesbian Medical Association-Health Professionals Advancing LGBT Equality
http://glma.org/

Scholarship Funds for Transgender Surgeries
Jim Collins Fund Scholarship Fund
http://jimcollinsfoundation.org/
**LEGAL RESOURCES**

**Community Legal Aid**  
Provides free civil legal services to low-income and elderly residents of central and western Massachusetts.  
405 Main Street  
Worcester, MA  
Phone: 508.752.3718.  
[www.communitylegalaid.org](http://www.communitylegalaid.org)

**Daviau Law Offices**  
LGBT Estate Planning.  
255 Park Ave., Suite 1000  
Worcester, MA  
Phone: 508.425.4270  
[www.daviaulaw.com](http://www.daviaulaw.com)

**GLADD: Gay and Lesbian Advocates and Defenders**  
Leading legal rights organization dedicated to ending discrimination based on sexual orientation, HIV status, and gender identity and expression.  
30 Winter Street, Suite 800  
Boston, MA  
Legal Info Line: 1.800.455.GLAD  
[www.laidlaw@glad.org](http://www.laidlaw@glad.org)

**Law Office of Leila J Wons**  
Concentrates on family law including: divorce, modifications, contempt, adoption, restraining orders, paternity and same sex domestic relations matters, LGBT Family Law.  
1900 West Park Drive  
Westborough, MA  
Phone: 508.986.9406  
[http://www.wonslegal.com/Practice-Areas/Same-Sex-Domestic-Relations-Matters.shtml](http://www.wonslegal.com/Practice-Areas/Same-Sex-Domestic-Relations-Matters.shtml)

**Lian, Zarrow, Eynon, Shea, and Spofford Attorneys at Law**  
Family law, elder law, estate planning, wills, and trusts, Same Sex Family Law.  
34 Mechanic Street  
Worcester, MA  
Phone: 508.799.4461  

**LGBT Asylum Support Task Force**  
Supports LGBT political asylum seekers.  
Denholm Building, Room 320  
484 Main Street  
Worcester, MA  
Phone: 508.799.4461
Mass Commission on Discrimination
Eradicates discrimination in the Commonwealth by investigating and prosecuting
Complaints of Discrimination that occur in employment, housing, public places, access
to education, lending, and credit.
1 Ashburton Place, Suite 601
Boston, MA
617.994.6000
https://www.mass.gov/orgs/massachusetts-commission-against-discrimination

Mediation Advantage Services
Represents clients in the gay and lesbian community in matters concerning their families.
Also offers divorce and family law mediation services to married partners or unmarried
domestic partners, as well as adoption services to parties wishing to adopt their spouse’s
children. Assists same sex couples with estate planning, relationship agreements and
dissolution agreements.
45 Linden Street
Worcester, MA
Phone: 508.795.1557
http://www.mediationadvantage.com

Wade & Horowitz LLC
Provides legal services to assist with the making and implementation of important
life decisions in the areas of Estate Planning (from basic Wills to Trusts & Tax Planning),
Elder Law including Medicaid and Disability Planning and Guardianships and Probate
Administration and Litigation. In addition to traditional legal planning, the firm specializes
in work with non-traditional families.
1309 Beacon Street
Second Floor
Brookline, MA
617-738.1919

SUPPORT SERVICES

PROGRAMS

AIDS Project Worcester
Programs include: SWAGLY: Supporters of Worcester Area Gay and Lesbian Youth;
Trans4mations: drop in group for transgender, gender variant, and questioning individuals ages 18-35
New Horizons: drop in group for transgender, gender variant, and questioning individuals ages 35+;
also provides medical case management for HIV+ individuals
85 Green Street
Worcester, MA
508.755.3773
http://aidsprojectworcester.org/
Asylum Support Services
LGBTQI and Asylum seekers who have faced persecution or have a well-founded fear of persecution.
1 Clover Street
Worcester, MA
508.853.8853
www.lgbtasylum.org

Central Mass Recovery Learning Community
Promotes wellness and resilience through mutual support.
KIVA Center
209 Shrewsbury Street
Worcester, MA
508.751.9600
http://www.centralmassrlc.org/

Elder Services of Worcester Area
Home care services.
67 Millbrook Street
Worcester, MA
800.243.5111
https://www.elderwoodhomecare.com/

JRI Health
Primary mission is to partner with individuals and communities to achieve the health and justice we all deserve. Provides counseling, advocacy and referrals to health care services and housing for the young LGBTQ community.
Main office
160 Gould Street
Suite 300
Needham, MA
781.559.4900
www.jri.org

Massachusetts Alliance of Portuguese Speakers (MAPS)
Provides health promotion/education (HIV) and social support services to the Portuguese-speaking and Spanish-speaking men who have sex with other men in the Framingham/ Marlborough area.
24 Union Street
Suites 8 & 10
Framingham, MA
508.397.9051
www.maps-inc.org
Pathways for Change, Inc.
Multicultural services for those impacted by sexual violence and provides education great toward ending violence.
588 Main Street
Worcester, MA
508.853.7600
www.pathwaysforchange.help

Safe Homes of Central Massachusetts
Programs include: Drop in Center open to youth ages 14-23, meets Thurs 6:30 -9:00 p.m., PFLAG of Greater Worcester open to parents, friends, and members of LGBT community, meets third Wed each month from 7:00 p.m.-9:00 p.m.
The Bridge
4 Mann Street
Worcester, MA
508.755.0333
http://safehomesma.org/

FOOD RESOURCES

Centro Food Pantry
Must bring ID and proof of income
11 Sycamore Street
Worcester, MA
508.798.1900, ext. 237
www.centroinc.org

Friendly House Food Pantry
Only one visit per month
36 Wall Street
Worcester, MA
508.755.4362
www.friendlyhousema.org

Great Brook Valley Food Pantry
Only one visit per month
Need ID, MassHealth Card and proof of income
176 Tacoma Street
Worcester, MA
508.852.8944

Good Samaritan Food Pantry
Need photo ID
39 Piedmont Street
Worcester, MA
774.253.1619
Henry Lee Willis/Plumley Village Neighborhood Center
Food Assistance
Open Tuesdays and Wednesdays 8:00 a.m. – 5:00 p.m.
16 Laurel Street
Worcester, MA
508.799.6981

Jeremiah’s Inn Food Pantry
Need proof of residence, ID and Social Security Number
One visit per month
1059 Main Street
Worcester, MA
508.755.6403
www.jeremiahsinn.com

Loaves and Fishes Food Pantry
Need proof of ID
90 Holden Street
Worcester, MA
508.853.1942

Mass Veterans Inc. Food Pantry
Veterans ID required
69 Grove Street
Worcester, MA
508.791.1213, ext. 108
http://www.veteransinc.org/

Quinsigamond Village Neighborhood Center
Need to make an appointment by phone in advance
Need ID, address, Social Security Number (s) and proof of income
16 Greenwood Street
Worcester, MA
508.755.7481
http://www.quinsigamondvillage.com/

Salvation Army Citadel: Sally’s Place Soup Kitchen
640 Main Street
Worcester, MA
508.756.7191

South Worcester Neighborhood Center
Need address and proof of ID for adults and children
47 Camp Street
Worcester, MA
508.757.8344
**Worcester LGBT Elder Network**
Programs include: monthly social for LGBT people 50+
Rainbow Lunch Club for people 60+
Elder Services of Worcester
411 Chandler Street
Worcester, MA
508.756.1545
[http://www.seniorconnection.org/wlen.htm](http://www.seniorconnection.org/wlen.htm)

**HOTLINES**

**Gay Men's Domestic Violence Project (GMDVP)**
24-Hour Emergency Hotline.
1.800.832.1901

**GLAD Answers**
Free and confidential LGBTQ and HIV legal right information and resources.
1.800.445-4523

**LGBT National Hotline**
Telephone support, email peer support and local resources for cities.
1.888.843.4564

**LGBT-National Youth Talk-line**
Telephone, online private one to one chat and email peer support.
1.800.246.7743

**LGBT National Senior Hotline**
Provides seniors the ability to talk with trained peer-counselor volunteers about isolation, relationships and HIV/AIDS.
1.800.246.7743

**The Network / La Red**
A survivor-led, social justice organization that works to end partner abuse in lesbian, gay, bisexual, transgender, BDSM, polyamorous, and queer communities.
617.742.4911 (voice) • 617.227.4911 (TTY)

**ADDITIONAL RESOURCES**

**Transgender Emergency Fund**
Provides critical assistance to low income transgender people to avoid homelessness and maintain access to health care.
85 Green Street
Worcester, MA
508.755.3773
[www.tgemergencyfund.org](http://www.tgemergencyfund.org)
Safe Homes of Central Massachusetts – RESOURCE DIRECTORY

American Medical Association
Resources and Literature for Clinicians on LGBT Health Topics
http://www.ama-assn.org/ama/pub/about-ama/our-people/member-groups-sections/glbt-advisory-committee/glbt-resources/lgbt-health-resources.page

Massachusetts Commission on LGBTQIA+ Youth:
Advises others in state government on effective policies, programs, and resources for LGBTQ youth.
https://www.mass.gov/ogs/massachusetts-commission-on-lgbtq-youth

The Fenway Institute’s National LGBT Health Education Center
Produces protocols for clinicians in primary care settings to best serve their transgender patients.
http://www.lgbthealtheducation.org/publication/transgender-sod/

The Joint Commission
Provides a field guide urges U.S. hospitals to create a more welcoming, safe and inclusive environment that contributes to improved health care quality for lesbian, gay, bisexual, and transgender (LGBT) patients and their families. The Field Guide features a compilation of strategies, practice examples, resources, and testimonials designed to help hospitals in their efforts to improve communication and provide more patient-centered care to their LGBT patients.
http://www.jointcommission.org/lgbt/

The National LGBT Health Education Center
Provides educational programs, resources, and consultation to health care organizations with the goal of optimizing quality, cost-effective health care for lesbian, gay, bisexual, and transgender (LGBT) people.
http://www.lgbthealtheducation.org/

The World Professional Association for Transgender Health
A 501(c)(3) non-profit, interdisciplinary professional and educational organization devoted to transgender health. Our professional, supporting, and student members engage in clinical and academic research to develop evidence-based medicine and strive to promote a high quality of care for transsexual, transgender, and gender-nonconforming individuals internationally.
http://www.lgbthealtheducation.org/publication/transgender-sod/