



Diane Nichols Tradd
Assistant City Manager/DPD Director

Craig Thomas
Deputy Director

MEMORANDUM

TO: Eileen M. Donoghue, City Manager *EMD*

FROM: Mary Shannon Thomas, LICSW, Director of Homelessness Initiatives

DATE: April 14, 2020

SUBJECT: RESPONSE TO MOTION OF 02/25/2020 BY COUNCILOR MERCIER REQUEST CITY MANAGER HAVE THE NEWLY FORMED HOMELESS COMMISSION PUT TOGETHER A BOOKLET OUTLINING ALL PROGRAMS, MEALS, HOURS OF OPERATIONS, PHONE NUMBERS, FREE CLOTHES, LAUNDRY SERVICE, HAIR CUTS, COUNSELING, JOB OPPORTUNITIES, EXERCISE ETC. AND WHATEVER ELSE AGENCIES HAVE TO OFFER SO THAT WE MAY DISTRIBUTE THIS INFORMATION THROUGH DIFFERENT AGENCIES SUCH AS LIVING WATER; THE PHOENIX; CTI; AND LOWELL HOUSE TO HOMELESS PEOPLE ON STREET

In order to determine an appropriate response to Councilor Mercier's request, the Director of Homelessness Initiatives reached out to a variety of providers to assess their current method of service connection. It was determined that many area providers rely on internal service directories when looking for resources for their clients, and when an unmet need arose, they would turn to a search engine (such as Google) to look for the necessary resource. While some providers are aware of the WellConnected portal (funded through Lowell General Hospital) most were not using it as their primary resource.

In response to this request, the Director has taken the following steps:

- 1) After vetting the services with various providers, the Director has assembled a "Guide to Emergency Resources" that can be easily printed by any provider to be distributed to clients in need. Compact and pocket sized, it can neatly tuck into a wallet or pocket, and can be stored and reproduced for minimal cost.
- 2) The Director has reached out to Lowell General to discuss options to increase knowledge and usage of the WellConnected platform, as it offers a comprehensive "One Stop" approach to services, including the ability to make a referral directly from the platform.
- 3) The Director has spoken with other providers and discovered several are creating the comprehensive resource guides (such as the COOP team) requested. Will work with the groups to make these resources widely available.

MST/ns

cc: Diane N. Tradd, Assistant City Manager/DPD Director
Craig Thomas, Assistant Director

IN THE CITY OF LOWELL



**GUIDE TO
EMERGENCY
RESOURCES**

MEDICAL CARE

Lowell Community Health Center
161 Jackson St, Lowell
Phone: 978-937-9700
Web: lchealth.org
Monday – Saturday 8am
(Closing Hours Vary)

HEALTH AND WELLNESS

The Phoenix
291 Summer St, Lowell
Web: thephoenix.org
“fee” for membership is 48 hours
of continuous sobriety.

MY NOTES

SUBSTANCE USE – TREATMENT

Lowell House
101 Jackson St, 4th Floor, Lowell
Phone: 978-459-8656
Web: lowellhouseinc.org
Hours Vary, call for services

South Bay Community Services
22 Old Canal Drive, Lowell
Phone: 978-674-5400
Web: southbaycommunityservices.com

Services vary

MY NOTES

SYRINGE DROP-OFF / EXCHANGE

Life Connection Center
192 Appleton St, Lowell
Phone: (978) 997-0588
Mobile (Tues/Thurs – Call for
Information): 978-941-5853
Web: lifecconnectioncenter.org
Monday - Thursday: 11AM - 4PM

Healthy Streets Mobile Van
Various Locations
Call for more information
Phone: 339-440-5633

Monday: 10AM - 3:30PM
Wednesday: NOON - 8PM
Friday: 10AM - 3:30PM

RECOVERY SUPPORTS

GENERAL INFO / RESOURCES

WellConnected.net
WellConnected offers a portal
to a wide variety of important
services, including information
about housing and employment
resources.

For Lowell use ZIP code
01852 or 01854

Bridge Club of Greater Lowell
33 East Merrimack Street, Lowell
Phone: 978-454 6191
Web: bridgeclubofgreaterlowell.
wordpress.com
Daily: 7AM - 9AM

Recovery Café
20 Williams St Lowell
Phone: 978-677-6087

Monday –Friday 8AM – 5PM
Must be a member, orientation
required. 24 hours of sobriety
required for orientation.

MEALS

Life Connection Center
192 Appleton St, Lowell

Phone: 978-997-0588
Web: lifeconnectioncenter.org
Monday - Thursday: NOON - 2PM

St Paul's Kitchen
273 Summer St, Lowell

Phone: 978-758-9186
Web: stpaulssoupkitchen.org
Monday - Friday: 3:30PM - 6PM

SHELTER

Lowell Transitional Living Center
193 Middlesex St

Phone: 978-458-9888
Monday - Friday: 10AM - 4PM
for intake

CLOTHING

Living Waters
10 Kirk St, Lowell

Phone: 978-323-4673
Web: livingwaterslowell.org
Tuesdays (after intake):
10AM - NOON

St. Vincent de Paul Society
701 Merrimack St, Lowell

Low Cost Clothing Options
Phone: 978-453-7750
Monday - Saturday: 9AM - 5PM

MENTAL HEALTH

Lahey Emergency Psychiatric Services

Phone: 978-455-3397
800-830-5177

Bridgewell Counseling Services
35 Market Street, 2nd Floor,
Lowell

Phone: 978-459-0389
Web: bridgewell.org

YOUTH SERVICES

Mill You
167 Dutton St

Phone: 978-905-7385
Email: ctiyouthservices@commteam.org

16 - 24 years old

Drop in: Monday & Friday:
8:30AM - 1:30PM

Wednesday: 8:30AM - 4:30PM

Intakes anytime Monday - Friday:
9AM - 5PM

SENIOR SERVICES

City of Lowell Senior Center
276 Broadway Street

Phone: 978-674-4131

Lowell residents 60+
Meals, exercise and recreation,
support groups, and technology
resources

Monday - Friday: 6:30AM - 4PM
Weekends: 7AM - NOON
(Closed Holidays)

VETERANS' SERVICES

City of Lowell
276 Broadway Street, 2nd Floor,
Lowell

Phone: 978-674-4066
Monday - Friday: 8AM - 4PM

Lowell Vet Center
Gateway Center,
10 George Street, Lowell

Phone: 978-453-1151
Hours Vary

DOMESTIC VIOLENCE

Safelink

Phone: 1-800-799-7233

ATASK

Phone: 617-338-2355
(Multilingual)