

The North Shore Portal – Getting Started

What is the North Shore Portal

The North Shore Portal is: a website listing social services on the North Shore of Massachusetts. For people that need help, the site is search-able. For example: Enter “food” to find:

- food stamps
- food pantries
- WIC.

For organizations that have help to offer entries on North Shore Portal have these benefits:

- Another way for clients and peers to find you
- A way to increase your ranking on Google by giving you links

What if I have questions?

Contact The Community Software Lab:

- Phone: 978-934-4350
- Email: help@theosl.org
- Postal: Community Software Lab / PO Box 1418 / Lowell MA 01853
- Visit: Basement Alumni Hall / UMASS Lowell North Campus / Lowell MA

What information do I need to add my agency?

What are the:

- Agency name, Address, Phone Number.
- Name and title of the boss.
- Mailing Address.
- Hours you are open.

Do you provide:

- Public meeting space?
- A resource Library?
- Internet access to your staff?

What is your:

- Mission Statement

- Contact for updating the program record

What information do I need to add a program?

Your Agency record contains general information about your organization. A Program record contains more detailed information about a specific service your Agency offers. When you submit a Program record form, you're also asked to select categories which are listed below.

The directory has two kinds of searches, Agency & Category. Users prefer the latter because they are more often looking for “shelter” or “drug treatment” rather than <name of agency running shelter>. It is much, much easier to categorize individual programs than entire agencies. Also in medium and large agencies, the contact people for different programs are different across the agency.

If your Agency provides only one service, then you'll only need to create one Program record. However, there is no limit on the number of Programs an Agency can have.

In general, separating your distinct services into multiple Programs is good, as it improves the accuracy and relevance of search results for Directory users.

- Basic information like: Physical and mailing addresses, phone #,etc.
- Short and long program descriptions.

Do you provide or require:

- Appointments
- On-line registration
- Child Care
- Handicapped Accessibility
- Fees
- Wait list
- Volunteer Opportunities
- Newsletter
- Public internet access

What is your program's:

- Languages spoken (English, Portuguese, French, Spanish, Khmer, Vietnamese)
- Business hours
- Eligibility requirements (ex: income, town, state, age, gender, etc)
- Times of year program is open (summer, spring, etc)
- Contact for updating the program record

- Area served (everywhere, state-wide, particular cities)

NOTE: The Community Software Lab supports services in several communities in Massachusetts, so you will see towns and cities listed outside your service area.

- Everywhere Massachusetts only

- By County: Middlesex County
Essex County
- By Town:

Beverly, MA
Danvers, MA
Essex County, MA
Gloucester, MA
Hamilton, MA
Ipswich, MA
Lynn, MA
Lynnfield, MA

Magnolia, MA
Manchester, MA
Marblehead, MA
Middleton, MA
Nahant, MA
Newbury, MA
Newburyport, MA
Saugus, MA

Peabody, MA
Rockport, MA
Rowley, MA
Salem, MA
Salisbury, MA
Swampscott, MA
Topsfield, MA
Wenham, MA

What categories would people search for you under:

North Shore Portal users search and browse for your program listing by way of the categories that you check off below.

Arts/Culture/Entertainment	Financial Education/Credit	Other
City/Town Services	Food/Shelter & Financial Assistance	Parenting/Family
Community/Civic	Health Education/Fitness/Well-being	Public Safety
Counseling	Health/Health Insurance	Senior/Elderly
Crisis/Abuse/Rape	Housing	Sports/Recreation
Disabled/Handicapped	Immigrant Services	Substance Abuse/Addiction
Education/Training	Legal/Consumer Protection	Youth
Employment	Mental Health	

Arts/Culture/Entertainment

Arts, Youth	Arts/Entertainment
Cultural Heritage	Culture
Dance	Museum
Music	Music Lessons, Adult
Music Lessons, Youth/Teen	Performance Art Classes, Adult
Performance Art Classes, Youth/Teen	Theater/Performance Art
Visual Art Classes, Adult	Visual Arts Classes, Youth/Teen

City/Town Services

City Services	Code Enforcement
Elections / Campaign	Hotlines, City Services
Information and Referral, City Services	Public Transportation

Recycling
Voter Registration

Sanitation
Waste Management

Community/Civic

Book Club
Community Gardens
Computer, Public Access
Crime Watch
Media
Newspapers
Voter Registration

Bookmobile
Community Service
Computer/Technology Providers
Library
Neighborhood Groups
Television/Radio

Counseling

Counseling, Child
Counseling, Crisis
Counseling, Family
Counseling, Health
Counseling, Rape
Counseling, Suicide
Hotlines, Counseling

Marital Counseling
Suicide Hotline
Support Group, Medical
Support Group, Other

Counseling, Death
Counseling, Group
Counseling, Mental Health
Counseling, Sexual Assault
Counseling, Teen
Information and Referral,
Counseling
Pastoral Care
Support Group, Bereavement
Support Group, Mental Health
Support Group, Sexual Assault

Crisis/Abuse/Rape

Abuse, Child
Abuse, Elder
Adult Protective Services
Advocacy, Domestic Violence
Battered Women Shelter
Counseling, Child Abuse
Counseling, Rape
Domestic Violence Prevention
Hotlines, Child Abuse
Hotlines, Rape
Information and Referral, Child Abuse

Information and Referral, Rape
Safe House

Abuse, Domestic
Abuse, Sexual
Advocacy, Child Abuse
Advocacy, Rape
Child Abuse Prevention
Counseling, Domestic Violence
Crisis Intervention, Abuse
Family Violence
Hotlines, Domestic Violence
Incest
Information and Referral, Domestic
Violence
Rape
Support Group, Sexual Assault

Disabled/Handicapped

Adult Day Care, Disabled
Advocacy, Disabled
Attention Deficit Disorder

Adult Protective Services
Assistive Devices
Autism

Braille
Dyslexia
Employment, Disabled
Hotlines Disabled
Independent Living Facility, Disabled

Independent Living, Disabled
Learning Disabilities
Meals on Wheels
Mental Retardation
Residential Programs, Disabled
Social Security
Therapeutic Riding

Transportation, Disabled
Vocational Assessment, Disabled

Caregivers, Disabled
Education/Training, Disabled
Hearing Impaired
Housing, Disabled
Independent Living Program,
Disabled
Information and Referral, Disabled
Life Skills Training, Disabled
Mental Illness
Reading Aids
Services, Disabled
Special Needs
Transitional Living Program,
Disabled
Visually Impaired
Vocational Rehabilitation,
Disabled

Education/Training

Adult Basic Education
Advocacy, Education
Attention Deficit Disorder
Certificate Programs
College Preparation, Adult
Computer Training, Teen
Continuing Education
Dyslexia
Education, Elementary
Education, Middle School
GED
High School Diploma

Homework Assistance, Adult
Homework Assistance, Elementary School
Homework Assistance, Middle School
Information and Referral, Education

Learning Disabilities
Life Skills Training, Adult
Life Skills Training, Youth
Medical Training
School Private/Parochial
School, Public
Truancy
Tutoring, High School

Adult Education
Advocacy, Special Needs
CPR Classes
Child Care Training
Computer Training, Adult
Computer Training, Youth
Dropout Program
ESL/ESOL
Education, High School
First Aid Classes
Head Start
Home Based Child Care
Certification
Homework Assistance, College
Homework Assistance, High School
Hotlines, Special Needs
Information and Referral, Special
Needs
Library
Life Skills Training, Teens
Literacy
Professional Training
School, Alternative/Charter
Special Needs
Tutoring, Elementary School
Tutoring, Middle School

Employment

Advocacy, Employment Discrimination
Business Assistance
Child Care Training
Employee Rights

Advocacy, Unemployment
Business Loans
Computer Training, Adult
Employment, Counseling

Employment, Disabled
Employment, Services
Employment, Youth/Teens
Home Based Child Care Certification
Hotlines, Unemployment

Job Bank
Job Search
Professional Training
Unemployment
Vocational Rehabilitation

Employment, Senior
Employment, Veterans
Family Medical Leave Act
Hotlines, Employment Discrimination
Information and Referral,
Employment
Job Club
Job Training
Resume Assistance
Vocational Assessment

Financial Education/Credit

Advocacy, Credit
Budget Counseling
Financial Aid College
Financial Literacy
Information and Referral, Credit

Information and Referral, Retirement
Planning
Tax Preparation Assistance

Credit Counseling
Financial Counseling
Hotlines, Credit
Information and Referral, Financial
Aid
Retirement

Food/Shelter & Financial Assistance

Advocacy, Homeless
Advocacy, TAFDC
Clothing
Financial Assistance
Food Stamps
Homeless Services
Hotlines, Utilities
Information and Referral, Food
Information and Referral, Welfare
Shelter, Elderly
Shelter, Homeless
Shelter, Runaways
Shelter, Women
TAFDC
Utility Assistance

Advocacy, Utilities
FEMA
Food Pantry
Furniture
Hotlines, Shelter
Household Items
Information and Referral, Shelter
SSDI
Shelter, Families
Shelter, Men
Shelter, Veterans
Social Security
Unemployment
WIC

Health Education/Fitness/Well-being

AIDS/HIV, Prevention & Education
Childbirth Classes
First Aid Classes
Health Education
Hotlines, Cancer
Information and Referral, AIDS/HIV

CPR Classes
Diabetes
Fitness
Hotlines, AIDS/HIV
Hotlines, Health Insurance
Information and Referral, Cancer

Information and Referral, Health

Information and Referral, Health

Insurance

Nutrition
Tobacco Education/Cessation, Adult

Weight Management

Pregnancy Prevention
Tobacco Education/Cessation, Youth/
Teen
Yoga

Health/Health Insurance

AIDS/HIV, Testing & Screening
Abortion
Advocacy, Cancer
Advocacy, Health Insurance
Alternative Health
Cancer
Dental Care
Early Intervention
Family Planning
Free Health Care
Health Care, Children
Health Care, Teens
Home Health Care
Hospice Care
Hotlines, Cancer
Immunizations
Information and Referral, Cancer
Information and Referral, Health Insurance
Medicare
Pain Management
Pregnancy Prevention
Prescription Drugs
Rehabilitation, Medical
Support Group, Cancer
Therapeutic Riding
Women's Health

AIDS/HIV, Treatment & Support
Advocacy, AIDS/HIV
Advocacy, Health
Affordable Health Care
Blood Pressure
Contraceptive Services
Donating Blood
Eating Disorder
First Aid
Health Care, Adults
Health Care, Infants/Toddlers
Health Insurance
Homemaker Services
Hotlines, AIDS/HIV
Hotlines, Health Insurance
Information and Referral, AIDS/HIV
Information and Referral, Health
MassHealth/Medicaid
Men's Health
Physician Referral
Pregnancy Testing
Prevention Programs, Health
STD
Support Group, Medical
Uninsured Services

Housing

AIDS/HIV, Housing
Advocacy, Housing
Fair Housing
Home Improvement/Modification
Hotlines, Housing
Housing, Counseling
Housing, Elderly
Housing, Shelter
Information and Referral, Housing
Landlord Trainings
Loans, Housing

Code Violations
Home Buying
Homeless Services
Housing, Affordable
Housing, Disabled
Housing, Financial Assistance
Housing, Transitional
Landlord Rights
Lead Paint
Mediation, Housing

Public Housing
Tenant Rights

Section 8 Housing
Utility Assistance

Immigrant Services

Advocacy, Immigrants
Citizenship Preparation
ESL/ESOL
Immigrant Education Assistance
Immigrant Rights
Information and Referral Immigrants
Refugees

Asylum
Discrimination
Hotlines, Immigrants
Immigrant Employment Services
Immigration/Naturalization
Legal Assistance, Immigrants
Translating/Interpreting

Legal/Consumer Protection

Advocacy, Unemployment
Consumer Rights
Crime Prevention
Hotlines, Consumer Rights
Information and Referral
Legal Assistance, Child Custody
Legal Representation, Civil
Offenders

Benefits Law
Court
Divorce
Hotlines, Legal
Legal Advocacy
Legal Representation Criminal
Legal Services

Mental Health

Advocacy, Mental Health
Advocacy, Mental Retardation
Depression/Manic Depression
Hotlines, Mental Health

Information and Referral, Mental
Retardation
Mental Health, Services
Mental Retardation
Psychiatric Services
Stress Management
Support Group, Mental Health

Anxiety
Dual Diagnosis
Information and Referral, Mental
Health
Mental Health, Information and
Education
Mental Illness
Panic Disorder
Residential Programs, Psychiatric
Suicide Hotline

Other

Clubhouse
Coalition/Partnership
Environmental Education
Membership Organizations
Social/Singles Groups
Veterans

Environment
Gay/Lesbian/Bisexual
Planning/Funding Organizations
Transportation, Other

Parenting/Family

Adoption	Baby Items
Advocacy, Parenting	Child Care Vouchers
Child Abuse Prevention	Early Intervention
Divorce	Head Start
Foster Care	Home Based Child Care 05 - 12
Home Based Child Care 0 - 05	Hotlines, Parenting
Home Visiting	Information and Referral, Parenting
Information and Referral, Child Care	Mediation/Conflict Resolution, Family
Marital Counseling	Parenting Groups
Parenting Education	Single Parents
Parenting Support	Teen Parents
Supervised Visitation	

Public Safety

Code Enforcement	Crime Victim
Crime Watch	Gang Prevention/Intervention
Hotlines, Crime	Hotlines, Public Safety
Information and Referral, Public Safety	Juvenile Delinquency Prevention
Law Enforcement	Lead Paint
Police	Public Safety

Senior/Elderly

Adult Day Care, Senior	Adult Protective Services
Advocacy, Senior	Caregivers
Elder Abuse	Elder Services
Hotlines, Senior	Housing, Elderly
Information and Referral, Senior	Meals on Wheels
Retirement	Senior Center
Senior Recreation/Social	Social Security
Transportation, Senior	

Sports/Recreation

Baseball	Fitness
Basketball	Gymnastics
Football	Martial Arts
Hockey	Senior Recreation/Social
Parks	Sports/Recreation, Adult
Soccer	Sports/Recreation, High School
Sports/Recreation, Elementary School	Sports/Recreation, Preschool
Sports/Recreation, Middle School	Swimming Lessons
Swimming	Yoga
Water Safety	

Substance Abuse/Addiction

Advocacy, Alcohol Addiction
Counseling, Alcohol Addiction
Detoxification
Halfway House, Alcohol Addiction
Hotlines, Alcohol Addiction
Information and Referral, Alcohol Addiction
Methadone Treatment

Prevention Program, Drug Abuse
Recovery, Drug Abuse

Residential Program, Drug Abuse
Support Group, Drug Abuse

Advocacy, Drug Abuse
Counseling, Drug Abuse
Gambling Addiction
Halfway House, Drug Abuse
Hotlines, Drug Abuse
Information and Referral, Drug Abuse

Prevention Program, Alcohol Addiction
Recovery, Alcohol Addiction
Residential Program, Alcohol Addiction
Support Group, Alcohol Addiction

Youth

Advocacy, Youth
After School Programs, Elementary School
After School Programs, Middle School
Camp, 05 - 10
Camp, 14 - 19
Child Care Vouchers
Child Care, 05 - 12
Dropout Program

Drug Prevention Programs High School

Early Intervention
Gang Prevention/Intervention
Home Based Child Care 0 - 05
Homework Assistance, Elementary School
Homework Assistance, Middle School
Infants/Toddlers
Information and Referral, Youth
Kinship Care
Mentoring, Teens
Music Lessons, Youth/Teen
Performance Art Classes, Youth/Teen
Preschool Programs
Teen Parents
Tobacco Education/Cessation, Youth/Teen
Tutoring, Elementary School
Tutoring, Middle School
Youth Programs, 05 - 10
Youth Programs, 14 - 19

After School Programs, High School
Babysitter Training
Camp, 11 - 15
Child Abuse Prevention
Child Care, 0 - 05
Children's Playgroups
Drug Prevention Programs Elementary School
Drug Prevention Programs Middle School
Employment, Youth/Teens
Head Start
Home Based Child Care 05 - 12
Homework Assistance, High School
Hotlines, Youth
Information and Referral, Child Care
Juvenile Delinquency Prevention
Mediation/Conflict Resolution, Youth
Mentoring, Youth
Peer Leadership
Pregnancy Prevention
Runaways
Teen Programs
Truancy
Tutoring, High School
Visual Arts Classes, Youth/Teen
Youth Programs, 11 - 15
Youth Programs, 17 - 22