

# **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@thecsl.org](mailto:help@thecsl.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              | • Wait list               |
| • On-line registration      | • Volunteer Opportunities |
| • Child Care                | • Newsletter              |
| • Handicapped Accessibility | • Public internet access  |
| • Fees                      |                           |

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

## 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 0 - 05
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