



# Individualized Case Management Services

## 1. REGISTRATION



**Register Online:**  
[boston.gov/returning-citizens](https://boston.gov/returning-citizens)

**Register in Person:**  
Mondays, 2:00–5:00pm  
Thursdays, 10:00am–2:00pm  
\*All other day/times by appointment only

30 Dimock Street, Second Floor,  
Roxbury, MA 02119

## 2. INTAKE

Connect with a Reentry Case Manager to discuss your individual needs in more detail. Our team is cross-trained to provide personalized support in areas such as education, employment, housing, transportation, and more!



## 3. GOAL SETTING

During your 1:1 session with your Case Manager, dive into both your short- and long-term goals. Identify your objectives, discuss any barriers you're encountering, and learn more about our services to support your journey.



## 4. PLANNING

Collaborate with your Case Manager and/or one of our Specialists to create an individualized plan based on your goals.



## 5. ACHIEVING

We'll utilize your individualized goal plan to provide direct support referrals, and track the progress made through your hard work. We're always here to support you, even after you've reached your goals!



# HOW CAN THE ORC HELP YOU?

## THE ORC CAN

- ✔ Refer you to educational resources and programs
- ✔ Refer you to vocational, job training, and workforce development programs and resources
- ✔ Refer you to transitional sober housing and Single-Room Occupancy (SROs)
- ✔ Assist in obtaining Mass ID, birth certificates, and other identification documents
- ✔ Provide information for potential funding opportunities
- ✔ Provide physical and mental health resources and referrals
- ✔ Provide recovery resources and referrals
- ✔ Refer you to legal resources
- ✔ Assist in resume writing, interview preparation, and job applications
- ✔ Refer you to clothing resources
- ✔ Refer you to food security resources
- ✔ Assist you in applying for Supplemental Nutrition Assistance Program (SNAP) and other government assistance programs
- ✔ Assist you in applying for Social Security (SSI) and Social Security Disability Insurance (SSDI)
- ✔ Assist with housing searches
- ✔ Share information about community resources for returning citizens
- ✔ Assist you in applying for housing and rental assistance via RAFT, Section 8, CHAMP, and more
- ✔ Assist you in finding pathways to economic stability

## THE ORC CAN'T


- ✘ Pay RMV or other fines on your behalf
- ✘ Provide direct funding for driver's license reinstatement
- ✘ Provide direct funding for move-in costs
- ✘ Provide direct funding for sober living, SROs, or traditional housing
- ✘ Provide direct funding such as cash or stipends
- ✘ Give legal advice
- ✘ Provide immediate housing
- ✘ Provide Certificates of Homelessness or other forms of homeless verification

## QUESTIONS? CONTACT US

 +1 (617) 541-3887

 [orc@boston.gov](mailto:orc@boston.gov)

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   @bostonorc

