

Community Resources



Shelter

ANEW PLACE

anewplacevt.org
(802) 540-1095
89 North St (sober shelter/group home)

Temporary Shelter Facility at Champlain Inn
(165 Shelburne Rd).

24 hours, 7 days a week

COTS WAYSTATION

cotsonline.org/get-help
(802) 862-5418
187 Church St

Call or visit COTS Daystation (phone number listed on left) for intake.

6pm - 8am, 7 days a week

COTS FAMILY SHELTERS

cotsonline.org/get-help
(802) 864-2651
95 North Avenue

Visit 95 North Ave to begin intake for family shelter. See website for all family shelter locations.

24 hours, 7 days a week

SPECTRUM YOUTH & FAMILY SERVICES SUPPORTIVE HOUSING

spectrumvt.org
(802) 864-7423, Ext. 325
177 Pearl Street

Short-term housing, winter warming shelter, and transitional housing available for youth.

24 hours, 7 days a week

STEPS TO END DOMESTIC VIOLENCE, ADMIN OFFICE

stepsvt.org
(802) 658-1996
294 N.Winooski Avenue

STEPS currently does not offer drop-in services; all inquiries without existing appointments should be directed to the hotline.

24 hours a day, 7 days a week

Food

FEEDING CHITTENDEN

feedingchittenden.org
(802) 658-7939
228 N. Winooski Avenue

Hot Meals to go: M-F, 8:30 am - 2:30 pm

Pre-Boxed Groceries: M-F, 10 am - 3:30 pm

COTS DAYSTATION

cotsonline.org/get-help
(802) 862-5418
95 North Avenue

Hot lunch: 12:30 PM, 7 days a week

SPECTRUM YOUTH & FAMILY SERVICES DROP-IN CENTER

spectrumvt.org
(802) 864-7423, Ext. 208 or Ext. 351
177 Pearl Street

Hot Meals: 12 pm & 5 pm, 7 days a week

SALVATION ARMY

nne.salvationarmy.org/gtburlington
(802)864-6991
64 Main Street

Hot meals: M, W, Th, F, Sat 5-6 pm

Box Food: M, W, Th, 10am - 2pm; F, 11am - 2pm

Food giveaway last Wednesday of the month, 10am - 12pm.



Crisis Services

FIRST CALL FOR CHITTENDEN COUNTY
howardcenter.org/first-call-for-chittenden-county
(802) 488-7777

Phone support, crisis intervention & assessment, referrals to appropriate services, & connection to follow-up care.
24 hours, 7 days a week

HOPE WORKS: SEXUAL VIOLENCE HOTLINE
hopeworksvt.org
(802) 863-1236

Provides crisis counseling and advocacy for those whose lives have been affected by sexual violence.
24 hours, 7 days a week

PRIDE CENTER: SAFE SPACE HOTLINE
pridecentervt.org
(802) 863-0003
255 S. Champlain St, Suite 12

Provides comprehensive services to support LGBTQ+ survivors of systemic & community harms.
M-Th, 10 am - 6 pm
Friday, 10 am - 2 pm

VT EMERGENCY RELIEF FROM ABUSE ORDERS
women.vermont.gov/node/617
(800) 540-9990

Protection from abuse in families and other close relationships, including marriage & civil unions.
24 hours, 7 days a week

STEPS TO END DOMESTIC VIOLENCE: HOTLINE
stepsvt.org
(802) 658-1996

Phone support for folks in crisis, those who seek resources and referrals, those looking to help loved ones, and those who just want information.
24 hours, 7 days a week

NATIONAL HUMAN TRAFFICKING: HOTLINE
humantraffickinghotline.org
(888) 373-7888

Support for victims of human trafficking.
24 hours, 7 days a week

VERMONT 2-1-1
vermont211.org
2-1-1

A statewide, confidential information and referral helpline that connects callers to available human services including food, shelter and healthcare.
Open 24 hours, 7 days a week

BURLINGTON POLICE DEPARTMENT
802-658-2704
Emergency: Dial 911

Provides law enforcement services to the Queen City.
24 hours, 7 days a week



Employment Services

VERMONT DEPARTMENT OF LABOR CAREER RESOURCE CENTER
labor.vermont.gov
(802) 863-7676
63 Pearl Street

Jobseeker and re-employment resources
M-F, 9 am - 4:30 pm

DCF ECONOMIC SERVICES DIVISION (ESD)
dcf.vermont.gov/esd/contact-us
(800) 479-6151
119 Pearl Street

Benefits assistance
M-Th, 8 am-6 pm
F, 8 am-4:15 pm

HIRABILITY VERMONT (FORMERLY VOCATIONAL REHABILITATION)
hirabilityvt.com
(802) 863-7500
110 Cherry Street, Suite 2-1

Disability employment services: employment support, career & benefits counseling, & more.
M-F, 7:45 am - 4:30 pm

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VERMONT WORKS FOR WOMEN

<https://www.vtworksforwomen.org/>
(802) 655-8900
32A Malletts Bay Ave, Winooski

Employment & career services for women & gender expansive individuals.
M-F, 8:30 am - 4:30 pm

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SOCIAL SECURITY ADMINISTRATION

ssa.gov
(877) 840-5776
128 Lakeside Avenue, Suite 107

M-F, 9 am - 4 pm

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Family Resources

DCF FAMILY SERVICES DIVISION (FSD)

dcf.vermont.gov/fsd
(802) 863-7370
426 Industrial Avenue, Ste. 140, Williston

Child protection services, report child abuse, foster care, state adoptions, youth justice
M-F, 7:45 am - 4:30 pm

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SPECTRUM YOUTH AND FAMILY SERVICES

spectrumvt.org
(802) 864-7423, Ext. 208 or Ext. 351
177 Pearl Street

Youth programming, workshops, meals, showers, laundry, clothing, use a phone/computer.
M-F, 10 am - 6 pm

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AGE WELL

agewellvt.org/services
(800) 642-5119
875 Roosevelt Hwy, Ste. 210, Colchester

Helpline, meal delivery service, in-home care, & help with daily living for older Vermonters.
M-F, 8:30 am - 4:30 pm

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Transportation

GREYHOUND THROUGH BURLINGTON AIRPORT

greyhound.com
(802) 864-6811
1200 Airport Drive

24 hours, 7 days a week

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GREEN MOUNTAIN TRANSIT

ridegmt.com
(802) 864-2282
101 Queen City Park Road

Admin Office: M-F, 7:30 am - 4 pm
Downtown Center: M-F, 7 am-9 pm;
Sat 7 am - 5 pm; closed Sun.

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Basic Needs Assistance

JOSEPH'S HOUSE FINANCIAL ASSISTANCE

josephshousevt.org
(802) 951-4290
113 Elmwood Ave

Laundry & clothing vouchers, photo IDs, bus pass, utility & food assistance, hygiene & baby items.
T, W, Th, 10-11:30 am & 1-4 pm

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JOINT URBAN MINISTRY PROJECT (JUMP)

jumpvt.org
(802) 862-4501
38 S. Winooski Avenue

Apply via phone, mail, or online. Vouchers for laundry, gas, food, utilities & clothing.
Thursday 9 am - noon (in-person services)

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RESOURCE

resourcevt.org
(802) 864-4015
339 Pine Street

Vouchers for essential goods; store offers household goods & building materials
T-Sat, 10 am-5 pm

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SALVATION ARMY (UTILITY AND GROCERY ASSISTANCE)

nne.salvationarmy.org/gtburlington
(802) 864-6991
64 Main Street

Can call to schedule an appointment outside of listed hours.
M, W, F, 9 am - noon

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Community Services

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ASSOCIATION OF AFRICANS LIVING IN VERMONT

aalv-vt.org
(802) 985-3106
20 Allen Street, 3rd Floor

Refugee services: interpreter/translation, legal services, workforce development. & more.
M-F, 9 am-5 pm

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CHITTENDEN COMMUNITY ACTION

cvoeo.org/community-action
(802) 863-6248
255 S. Champlain Street

Housing advocacy, tax prep, utility assistance, benefits application assistance.
M-F, 9 am - 5 pm

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VERMONT REFUGEE RESETTLEMENT PROGRAM

refugees.org/vermont-colchester-ell
(802) 655-1963
462 Hegeman Avenue, Ste. 101, Colchester

Workforce development, education, resettlement & integration, interpretation & translation.
M-F, 8:30 am - 4:30 pm

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HOWARD CENTER

howardcenter.org
(802) 488-6000
Street Outreach Team: (802) 488-7013
Multiple locations

Check website for service-specific locations and hours.

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PRIDE CENTER OF VERMONT

pridecentervt.org
(802) 863-0003; Toll-free: (866) 869-7342
255 S. Champlain Street, Ste. 12

Health & wellness, LGBTQ+ support & advocacy, community programs.
M-Th, 10 am-6 pm
F, 10 am-2 pm

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Housing

BURLINGTON HOUSING AUTHORITY

burlingtonhousing.org
(802) 864-0538
65 Main Street, Ste. 101

Housing retention services, rental assistance, affordable housing access.
M-F, 9 am - 4 pm

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CHAMPLAIN HOUSING TRUST

getahome.org
(802) 862-6244
88 King Street

M-F, 8:30 am - 5 pm

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CVOEO COORDINATED STATEWIDE HOUSING SERVICES

cvoeo.org
(802) 863-6248, Ext. 4
255 S. Champlain St

Housing navigation & financial assistance.
M-F, 8:30 am - 4 pm

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COTS HOUSING RESOURCE CENTER

cotsonline.org
(802) 861-0110
95 North Avenue

Homelessness prevention & housing retention services.
Call to schedule an appointment.
M-F, 9 am-5 pm

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PATHWAYS VERMONT

pathwaysvermont.org
Office: (888) 492-8218
Support Line: (833) 888-2557
279 N. Winooski Ave

24 hours, 7 days a week support line
M-F, 10 am - 12 pm drop-in peer support at
Pathways Community Center.

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VERMONT TENANTS

cvoeo.org
(802) 864-0099
225 S. Champlain Street

Tenant advocacy & support, info on tenant rights
& responsibilities.
24 hours, 7 days a week (call or email)

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WINOOSKI HOUSING AUTHORITY

winooskihousing.org
(802) 655-2360
83 Barlow Street, Winooski

M-F, 8 am - 4:30 pm
Closed 12 pm - 1 pm

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Counseling

ACT 1/BRIDGE PROGRAM

vtaddictionservices.org
(802) 488-6425
184 Pearl Street

24 hours, 7 days a week

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HOWARD CENTER ADULT OUTPATIENT COUNSELING

howardcenter.org/mental-health/counseling
(802) 488-6000
855 Pine Street

Telehealth counseling.
M-F, 8 am - 5 pm M-F

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NATIONAL RUNAWAY SAFELINE

1800runaway.org
(800) 786-2929

24 hours, 7 days a week

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OUTRIGHT VERMONT

outrightvt.org
(802) 865-9677
241 N. Winooski Avenue

Queer youth crisis support & mental health
services.
M-F, 9 am-5 pm

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SPECTRUM YOUTH AND FAMILY SERVICES

spectrumvt.org
(802) 864-7423, Ext. 310
31 Elmwood Avenue

Counseling offered by Riverstone Counseling for
mental health & substance use issues.
M-F, 8:30 am - 4:30 pm

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STEPS TO END DOMESTIC VIOLENCE

stepsvt.org/groups
(802) 658-1996
294 N. Winooski Avenue

M-F, 8 am - 4:30 pm
Meetings: Mon 1-2:30 pm (gender inclusive);
Mon 6-7:30pm, Tues 5-6:30pm (women aligning)

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SOUTH BURLINGTON VET CENTER

va.gov
(802) 862-1806
19 Gregory Drive, Ste. 201

M-F, 8 am - 4:30 pm



Medical

COMMUNITY HEALTH CENTER

chcb.org
(802) 864-6309
617 Riverside Avenue

Medical, mental health & dental (check website for service-specific hours.)
M, T, W, 8 am - 8 pm
Th, F, 8 am - 5 pm; Sat, 8 am - 12 pm

PLANNED PARENTHOOD

plannedparenthood.org
(802) 863-6326
173 St. Paul Street

M-Th, 8:30 am - 7 pm
F, 8:30 am - 4:30 pm
Sat, 8:30 am - 2 pm

POISON CENTER

nnepc.org
(800) 222-1222

24 hours, 7 days a week

SAFE HARBOR CLINIC

chcb.org
(802) 264-8477
184 S. Winooski Avenue

Medical & mental health/psychiatry at no-cost for adults and families experiencing homelessness.
M-F, 8 am - 4 pm

UVM MEDICAL CENTER URGENT CARE

uvmhealth.org
(802) 847-1170
790 College Parkway, Colchester

8 am-8 pm, 7 days a week

UVM MEDICAL CENTER EMERGENCY ROOM

uvmhealth.org
(802) 847-2434
111 Colchester Avenue

Open 24 hours, 7 days a week

VERMONT CARES (HIV TESTING SERVICES)

vtcares.org
(802) 863-2437
187 St. Paul Street

HIV testing by appointment
M-F, 9 am-5 pm

UVM HEALTH NETWORK HOME HEALTH AND HOSPICE

uvmhomehealth.org
(802) 658-1900
1110 Prim Road, Colchester

Need a referral from a physician.
9 am-5 pm M-F



Veterans

BURLINGTON LAKESIDE VA CLINIC

whiteriver.va.gov
(802) 657-7000
128 Lakeside Avenue, Ste. 260

M, T, Th, F, 8 am - 4:30 pm
W, 8 am - 7 pm

SOUTH BURLINGTON VET CENTER

va.gov
(802) 862-1806
19 Gregory Drive, Ste. 201

M-F, 8 am - 4:30 pm

SUPPORTIVE SERVICES FOR VETERAN FAMILIES AT UVM

pathwaysvermont.org OR ssvf-uvm.com
(844) 820-3232
125 College Street, 2nd Floor

M-F, 8:30 am - 4:30 pm

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VERMONT DEPARTMENT OF LABOR CAREER RESOURCE CENTER

labor.vermont.gov
(802) 863-7676
63 Pearl Street

M-F, 9 am - 4:30 pm

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VERMONT VETERANS AND FAMILY OUTREACH

veterans.vermont.gov
(802) 338-3022

24 Hour Resource Line for Crisis Situations: (888)
607-8773
Open 24 hours, 7 days a week



VERMONT LEGAL AID

vtlegalaid.org
(800) 889-2047
264 N. Winooski Avenue

Visit VTLawHelp.org for tools & info on rights &
legal problems.
M-Th, 10 am - 4 pm (closed 12-1)

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