



# Community Resources

Burlington, VT area

Updated May, 2025

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## Shelter & housing services

### COTS DAYSTATION

[cotsonline.org](https://cotsonline.org)  
(802) 862-5418  
95 North Avenue

Drop-in day shelter with computers, donations, lunch, laundry, mail, and access to COTS Housing Resource Center and other services.

**7 days a week, 9 am - 5 pm**

### COTS FAMILY SHELTERS

[cotsonline.org](https://cotsonline.org)  
(802) 864-2651  
95 North Avenue

Visit 95 North Ave admin offices to begin intake for family shelter. See website for all family shelter locations. 95 North Avenue is open M - F, 9 am - 5 pm.

### COTS WAYSTATION

[cotsonline.org](https://cotsonline.org)  
(802) 862-7776  
187 Church St

Overnight shelter. Call or visit COTS Daystation for more info. Intake at Daystation begins at 9 am.

**7 days a week, 6 pm - 8 am**

### ANEW PLACE

[anewplacevt.org](https://anewplacevt.org)  
(802) 862-9879  
89 North St

Sober living program with case management to target the root causes of homelessness, giving individuals the tools for lifelong change. Serving adults 18+  
Office: **M - F, 9 am - 5 pm**

### BURLINGTON HOUSING AUTHORITY

[burlingtonhousing.org](https://burlingtonhousing.org)  
(802) 864-0538  
65 Main Street,  
Ste. 101

Housing retention services, rental assistance, and affordable housing access.

**M - Th, 8:30 am - 4 pm**

### THE CHAMPLAIN PLACE

[www.cvoeo.org/  
champlain-place-  
emergency-shelter](https://www.cvoeo.org/champlain-place-emergency-shelter)  
(802) 540-1239

Year round low-barrier temporary housing facility for those experiencing homelessness.

165 Shelburne Rd. **7 days a week, open 24 hours**

### CVOEO COORDINATED STATEWIDE HOUSING SERVICES/CHITTENDEN COMMUNITY ACTION

[cvoeo.org](https://cvoeo.org)  
(802) 862-2771/(802) 863-6248  
255 S. Champlain St

Emergency shelter, housing navigation, financial assistance. Tax prep, utility assistance, benefits application assistance.  
**M - F, 8 am - 4:30 pm**  
**M - Th, 8:30 am - 4:30 pm**

COTSONLINE.ORG



### EMERGENCY HOUSING PROGRAM

[https://dcf.vermont.gov/  
benefits/crisis-housing](https://dcf.vermont.gov/benefits/crisis-housing)  
1-800-775-0506

Complete the Application for Assistance for Emergency Housing online.  
You must call the Emergency Housing Line.



## Crisis Services Hotlines

### FIRST CALL FOR CHITTENDEN COUNTY

[howardcenter.org/  
first-call-for-  
chittenden-county](https://howardcenter.org/first-call-for-chittenden-county)  
(802) 488-7777

Phone support, crisis intervention and assessment, referrals to appropriate services, and connection to follow-up care.

**24 hours, 7 days a week**

### HOPE WORKS: SEXUAL VIOLENCE HOTLINE

[hopeworksvt.org](https://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**

### PATHWAYS VERMONT

[pathwaysvermont.org](https://pathwaysvermont.org)  
Office: (888) 492-8218  
Support Line:  
833VTTALKS  
279 N. Winooski Ave

Weekly facilitated Peer Support Zoom Groups. Drop-in peer support at Pathways Community Center, Soteria House.  
**M - F, 10 am - 12 pm**  
**24/7 support line**

### PRIDE CENTER: SAFE SPACE HOTLINE

[pridecentervt.org](https://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**

### 988 SUICIDE & CRISIS LIFELINE

<https://988lifeline.org>

Free and confidential support for people in distress, and crisis resources.

**9-8-8**

**Open 24 hours, 7 days a week**

### STEPS TO END DOMESTIC VIOLENCE: HOTLINE

[stepsvt.org](https://stepsvt.org)  
(802) 658-1996

Phone support for those 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**

### VERMONT 2-1-1

[vermont211.org](https://vermont211.org)

**2-1-1**

A statewide, confidential information helpline that connects callers to available human services like food, shelter and healthcare.

**24 hours, 7 days a week**



Everyone deserves a home

## Basic Needs Assistance

**DEPARTMENT OF CHILDREN AND FAMILY ECONOMIC SERVICES DIVISION**  
[dcf.vermont.gov/esd](http://dcf.vermont.gov/esd)  
 (802) 488-6000  
 128 Lakeside Avenue

Administers benefits that help Vermonters to meet their basic needs. Check website for service-specific information, locations, and hours.

**JOINT URBAN MINISTRY PROJECT**

[jumpvt.org](http://jumpvt.org)  
 (802) 862-4501  
 38 S. Winooski Avenue

Drop-in center offers assistance with utilities, food, laundry, vouchers to area thrift stores, and toiletries.

Th & F: 9 am - 11:30 am

**JOSEPH'S HOUSE**

[josephshousevt.org](http://josephshousevt.org)  
 (802) 951-4290  
 113 Elmwood Ave

Offering laundry and clothing vouchers, photo IDs, local bus pass, utility and food assistance, hygiene and baby items.

Tues - Thurs 1:30 pm - 4 pm

**SALVATION ARMY**

[nne.salvationarmy.org/gtburlington](http://nne.salvationarmy.org/gtburlington)  
 (802) 864-6991  
 64 Main Street

For utilities assistance: appointment only. Make an appointment by calling.

M - F, 10 am - 2 pm

**SOCIAL SECURITY LOCAL OFFICE**

[ssa.gov](http://ssa.gov)  
 (877) 840-5776  
 128 Lakeside Avenue, Suite 107

Monthly payments based on eligibility. Check what you may be eligible for by visiting them online.

M-F, 9 am - 4 pm



## Hot Meals

**COTS DAYSTATION**

[cotsonline.org](http://cotsonline.org)  
 (802) 862-5418  
 95 North Avenue

Hot lunch: 12:30 PM  
 7 days a week

**FEEDING**

**CHAMPLAIN VALLEY**

[feedingchittenden.org](http://feedingchittenden.org)  
 (802) 658-7939

Email and/or call for location and hours.

**SALVATION ARMY**

[nne.salvationarmy.org/gtburlington](http://nne.salvationarmy.org/gtburlington)  
 (802) 864-6991  
 64 Main Street

Hot Meals:  
 Mon - Sat 5-6 pm

Box Food (24 per-day):  
 M, W, Th, 10am until out;  
 F, 11am until out.



## Community Services



**AALV**

[aalv-vt.org](http://aalv-vt.org)  
 (802) 985-3106  
 20 Allen Street, 3rd Floor

AALV helps new Americans gain independence in their new communities through a range of integration services.

M-F 9 am - 5 pm

**AGE WELL**

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

Service for older adults. Helpline, meal delivery, in-home care, and help with daily living.

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

**CRISIS, ADVOCACY, INTERVENTION PROGRAMS (CAIP):**

<https://www.burlingtonvt.gov/872/Crisis-Advocacy-Intervention-Programs-CA>

Domestic Violence Advocate: (802) 540-2392. Community Support Liaisons: (802) 540-2395. CARES Clinicians: (802) 540-2371

**DCF FAMILY SERVICES DIVISION**

[dcf.vermont.gov/fsd](http://dcf.vermont.gov/fsd)  
 (802) 863-7370 (VT)  
 1-800-649-5285 (national)  
 426 Industrial Avenue, Ste. 140, Williston

Child protection services, foster care, state adoptions, youth justice, report child abuse.

M-F 7:45 am - 4:30 pm

**HOWARD CENTER**

[howardcenter.org](http://howardcenter.org)  
 (802) 488-6000  
 Outreach Team:  
 (802) 488-7013

Check website for service-specific information, locations, and hours.

**MENTAL HEALTH URGENT CARE**

[howardcenter.org/mhuc](http://howardcenter.org/mhuc)  
 (802) 488-MHUC (6482)

provides an alternative to emergency department visits for adults experiencing a mental health crisis.

M-F

1 South Prospect Street

9 am - 5 pm

**SPECTRUM YOUTH & FAMILY SERVICES**

[spectrumvt.org](http://spectrumvt.org)  
 (802) 864-7423, Ext. 325  
 177 Pearl Street

Drop-in center for youth (meals, donations, etc.) Short-term housing, winter warming shelter, transitional housing, overnight shelter

7 days a week

9 am - 1 pm, 3 pm - 5:45 pm

**TURNING POINT CENTER**

[turningpointcentervt.org](http://turningpointcentervt.org)  
 (802) 861-3150

A community that provides recovery support services to sustain recovery. Various programs and services.

179 South Winooski Ave., Suite 301

Contact for current hours.

**USCRI VERMONT CHAPTER**

<https://refugees.org/uscri-vermont>  
 (802) 655-1963  
 462 Hegeman Avenue, Ste. 101, Colchester

Workforce development, education, resettlement, translation, and more.

M-F

8:30 am - 4:30 pm

**COTSONLINE.ORG**

