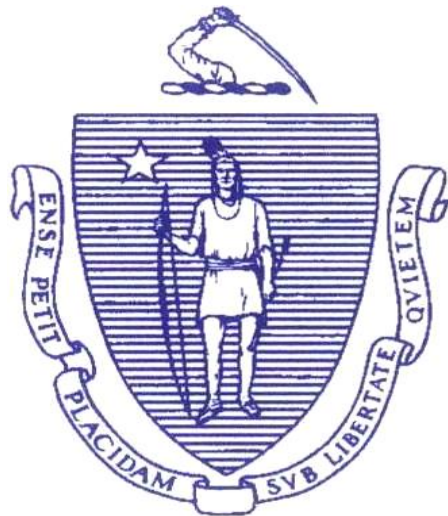


Statewide Family Support Directory



Commonwealth of Massachusetts

Department of Developmental Services

**Jane F. Ryder
Commissioner**

**Updated
October 2018**

Introduction

The Department of Developmental Services (DDS) provides funding for family support programs and services across the state designed to provide information, assistance, and an array of supportive services to families with children and adults with disabilities who are living at home.

The Department views families as the best natural resource for individuals with disabilities and recognizes the importance of developing strong partnerships with families. Families know their children and their own strengths and needs. The design of the Family Support Services is to supplement and build upon the capacities of families, and should be flexible and respectful of cultural, economic, social, and spiritual differences.

Any family can contact one of the Family Support Centers listed in this Directory for information and referral services. However, to receive other DDS funded family support services, an individual must be found eligible for DDS services and must be living at home with their family. The Regional Eligibility team intake and eligibility process is conducted by a Regional Eligibility Team located at one of the four DDS regional offices listed in this Directory. The process begins by the submission of an Eligibility Application Form. More information about the eligibility process as well as the application forms can be found on the DDS website, www.mass.gov/dds. Eligibility Application Forms can also be obtained at any of the DDS Area or Regional offices.

The Department is pleased that you have received a copy of this *Family Support Directory* and hope it will be helpful to you in locating services and supports.

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Department of Developmental Services

Central and Regional Offices

Central Office

500 Harrison Avenue, Boston, MA 02118
(617) 727-5608; Toll Free: (888) 367-4435

Website: www.mass.gov/dd

Jane Ryder, Commissioner

Elizabeth Morse, Deputy Commissioner

Janet George, Assistant Commissioner, Policy, Planning & Children's Services

Margaret Van Gelder, Statewide Director of Family Support

Margaret.van.gelder@state.ma.us

Central/West Region

140 High Street, Springfield, MA 01105
(413) 205-0800; Toll Free: (800) 328-3123

Dan Lunden, Regional Director

Sue Banks, Community Systems Director

Ingrid Flory, Director of Family Support

ingrid.flory@state.ma.us

Metro Region

465 Waverley Oaks Road, Suite 120, Waltham, MA 02452
(781) 314-7500

Gail Gillespie, Regional Director

Roberta Lewonis, Community Systems Director

Kristen O'Melia, Director of Family Support

Kristen.omelia@state.ma.us

Northeast Region

Hogan Regional Center, PO Box A, Hathorne, MA 01937
(978) 774-5000

Kelly Lawless, Regional Director

Karen McDonald, Community Systems Director

Amy Nazaire, Director of Family Support

Amy.naziare@state.ma.us

Southeast Region

151 Campanelli Drive
Middleboro, MA 02346
(508)-866-5000

Rick O'Meara, Regional Director

Lisa Saba, Community Systems Director

Jennifer Jensen, Director of Family Support

Jennifer.jensen@state.ma.us

DDS Central/West Region Area Offices

Berkshire				Franklin/Hampshire			
333 East Street, 5 th Floor, Pittsfield, MA 01201 (413) 447-7381 Melissa Guyer, Area Director				One Roundhouse Plaza, Northampton, MA 01060 (413) 586-4948 Teryl Smith, Area Director			
Adams	Gr Barrington	Mt Washington	Savoy	Amherst	Erving	Millers Falls	Shelburne
Alford	Hancock	New Ashford	Sheffield	Ashfield	Gill	Montague	Shutesbury
Ashley Falls	Hinsdale	New Marlboro	Stockbridge	Athol	Goshen	New Salem	South Deerfield
Becket	Housatonic	North Adams	Tyringham	Bernardston	Greenfield	Northampton	Sunderland
Cheshire	Lanesboro	Otis	Washington	Buckland	Hadley	Northfield	Turners Falls
Clarksburg	Lee	Peru	W Stockbridge	Charlemont	Hatfield	Orange	Warwick
Dalton	Lenox	Pittsfield	Williamstown	Chesterfield	Hawley	Pelham	Wendell
Egremont	Monroe	Richmond	Windsor	Colrain	Heath	Petersham	Westhampton
Florida	Monterey	Sandisfield		Conway	Leeds	Phillipston	Whately
				Cummington	Leverett	Plainfield	Williamsburg
				Deerfield	Leyden	Rowe	Worthington
				Easthampton	Middlefield	Royalston	
Holyoke/Chicopee				North Central			
113 Hampden Street, Holyoke, MA 01040 (413) 535-1022 Anthony Keane, Area Director				435 Main Street, Fitchburg, MA 01420 (978) 342-2140 Michelle Harris, Area Director			
Belchertown	Holyoke	South Hadley	Ware	Ashburnham	Fitchburg	Leominster	Shirley
Bondsville	Ludlow	Southampton		Ashby	Gardner	Lunenburg	Sterling
Chicopee	Monson	Thorndike		Ayer	Groton	New Braintree	Templeton
Granby	Palmer	Three Rivers		Barre	Hardwick	Oakham	Townsend
				Berlin	Harvard	Pepperell	Westminster
				Bolton	Hubbardston	Princeton	Winchendon
				Clinton	Lancaster	Rutland	
South Valley				South Valley			
Milford Office 194 West Street #9, Milford, MA 01757 (508) 634-3345 Lynda Moore, Area Director				Southbridge Office 1 North Street, Southbridge, MA 01550 (508) 764-0751 Lynda Moore, Area Director			
Bellingham	Hopedale	Millville	Sutton	Brimfield	East Brookfield	Southbridge	Warren
Blackstone	Medway	Northbridge	Upton	Brookfield	Holland	Spencer	Webster
Douglas	Mendon	North Grafton	Uxbridge	Charlton	North Brookfield	Sturbridge	
Franklin	Milford	North Uxbridge	West Millbury	Dudley	North Oxford	West Warren	
Grafton	Millbury	South Grafton	Whitinsville	Charlton Depot	Oxford	Wales	
Springfield/Westfield				Worcester			
436 Dwight Street, Suite 205, Springfield, MA 01103 (413) 784-1339; (800) 370-8525 Dan Donermeyer, Area Director				324 Clark St, Rear, Worcester, MA 01608 (508) 792-6200 Denise Haley, Area Director			
Agawam	Granville	Montgomery	W Springfield	Auburn	Holden	Paxton	West Boylston
Blandford	Hampden	Russell	Westfield	Boylston	Leicester	Shrewsbury	Worcester
Chester	Huntington	Southwick	Wilbraham				
E Longmeadow	Indian Orchard	Springfield					
Feeding Hills	Longmeadow	Tolland					

DDS Metro Region Area Offices

Greater Boston				Charles River West			
65 Sprague Street Hyde Park, MA 02136 (617) 363-2900 Liz Sandblom, Area Director				255 Elm Street Suite 205 Somerville, MA 02144 (617) 623-5950 Joan Thompson, Area Director			
Allston	Chelsea	Jamaica Plain	Roxbury	Belmont Cambridge Somerville Waltham Watertown			
Beacon Hill	Chinatown	Mattapan	South Boston				
Boston	Dorchester	North Dorchester	South End				
Brighton	Downtown Crossing	North End	West Roxbury				
Brookline	East Boston	Revere	Winthrop				
Charlestown	Hyde Park	Roslindale					
Middlesex West				Newton/South Norfolk			
300 Howard Street Framingham, MA 01702 (508) 861-2211 Deborah Johnson, Area Director				125 West Street Walpole, MA 02081 (508) 668-3679 Pat Lessard, Area Director			
Ashland	Hopkinton	Northborough	Wayland	Canton	Millis	Norwood	Wellesley
Dover	Hudson	Sherborn	Westborough	Dedham	Needham	Plainville	Weston
Framingham	Marlboro	Southborough		Foxboro	Newton	Sharon	Westwood
Holliston	Natick	Sudbury		Medfield	Norfolk	Walpole	Wrentham

DDS Northeast Region Area Offices

Central Middlesex				Lowell			
35 Nagog Park, Suite 2000, Acton, MA 01720 (978) 206-2050 LynnLee Jordan, Area Director				55 Technology Drive, Suite 202, Lowell, MA 01851 (978) 322-4300 Tom Marshall, Area Director			
Acton	Burlington	Lincoln	Wilmington	Billerica	Dracut	Lowell	Tyngsboro
Arlington	Carlisle	Littleton	Winchester	Chelmsford	Dunstable	Tewksbury	Westford
Bedford	Concord	Maynard	Woburn				
Boxboro	Lexington	Stowe					
Merrimack Valley				Metro North			
280 Merrimack Street, 2 nd floor, Lawrence, MA 01843 (978) 521-9432 Michelle Vercellone, Area Director				27 Water Street, Wakefield, MA 01880 (781) 338-2300 Bruce Turransky, Area Director			
Amesbury	Groveland	Methuen	Rowley	Everett	Medford	Reading	Wakefield
Andover	Haverhill	Newbury	Salisbury	Lynnfield	Melrose	Saugus	
Boxford	Lawrence	Newburyport	West Newbury	Malden	North Reading	Stoneham	
Georgetown	Merrimac	North Andover					
North Shore							
100 Cummings Center, Suite 150 B, 181 Eliot Street, Beverly, MA 01915 (978) 927-2727 Jennifer Killeen, Area Director							
	Beverly	Hamilton	Manchester	Peabody	Swampscott		
	Danvers	Hathorne	Marblehead	Rockport	Topsfield		
	Essex	Ipswich	Middleton	Salem	Wenham		
	Gloucester	Lynn	Nahant	South Hamilton	West Lynn		

DDS Southeast Region

Area Offices

Brockton				Cape Cod/Islands			
60 Main Street 3 rd Floor Brockton, MA 02301 (774) 296-6090 Beth Moran Liuzzo, Area Director				181 North Street Hyannis, MA 02601 (508) 771-2595 Rick Cavicchi, Area Director			
Abington Avon Bridgewater Brockton	E Bridgewater Easton Holbrook Rockland	Stoughton W Bridgewater Whitman		Barnstable Bourne Brewster Chatham Chilmark Dennis	Eastham Edgartown Falmouth Gay Head Harwich Hyannis	Mashpee Nantucket Oak Bluffs Orleans Provincetown Sandwich	Tisbury Truro Wellfleet West Tisbury Yarmouth
Fall River				New Bedford			
1 Father DeValles Boulevard Unit 3 Fall River, MA 02723 (508) 730-1209 Dana Roszkiewicz, Area Director				1740 Purchase Street New Bedford, MA 02740 (508) 992-1848 Elizabeth Duffy, Area Director			
Assonet Fall River	Freetown Somerset	Swansea Westport		Acushnet Dartmouth Fairhaven	Gosnold Marion Mattapoisett	New Bedford Rochester Wareham	
Plymouth				South Coastal			
38 Industrial Park Road Plymouth, MA 02360 (508) 732-5700 Casey Seaman, Area Director				220R Forbes Road Braintree, MA 02184 (781) 356-8850 Colleen Mulligan, Area Director			
Carver Duxbury Halifax	Hanover Hanson Kingston	Marshfield Pembroke Plymouth	Plympton	Braintree Cohasset Hingham	Hull Milton Norwell	Quincy Randolph Scituate	Weymouth
Taunton/Attleboro							
21 Spring Street Taunton, MA 02780 (508) 824-0614 Barbara Curley, Area Director							
Attleboro Berkley Dighton		Lakeville Mansfield Middleboro	North Attleboro Norton Raynham	Rehoboth Seekonk Taunton			

Family Support Centers

Family Support Centers across the state provide a local presence and act as a hub for offering a wide range of general family support services and activities to families of children and adults who are eligible for DDS services. There is at least one Family Support Center in each DDS Area, with some Areas having more than one. Broad outreaches is the expectation for the centers and provide services to families from diverse cultural, ethnic and linguistic communities in the geographic area they are serving, which may involve creating partnerships with community organizations and other resources in order to provide culturally responsive services. Center staff are expected to be experts in generic resources and services in their respective areas and work with families to maximize natural supports. Centers are expected to encourage active family involvement and consultation to identify interests and needs in developing activities and service options.

Each Family Support Center provides the following array of services and supports for families:

INFORMATION & REFERRAL

- Assistance to families in identifying resources and service options available in their local communities, as well as learning about other financial and/or state services for which families may be eligible (MassHealth, etc.), and provide guidance on how to navigate the service system. This can occur through phone contacts, 1:1 meeting at a variety of locations.
- Use of technology to provide a variety of ways to share information with families.
- A “library” of resources, such as helpful websites, fact sheets, community resources, information technology resource options, books, videos, etc.

FAMILY TRAININGS

Sponsor educational events and trainings on relevant topics of interest to families of both children and adults which are open to all families for participation.

PARENT NETWORKING

Promote parent networking and mentoring, such as parent support groups, parent connections (1:1 matching), and sibling support opportunities, as well as parental involvement in organizing or leading activities, etc.

COMMUNITY CONNECTIONS & RESOURCES

Foster community affiliations and connections to explore and maximize the use of natural and generic resources and other potential sources of funding.

SERVICE NAVIGATION

Comprehensive and individualized information, guidance, and support to families to address their needs, connect them to potential resources, assist with problem-solving, and help them navigate the service system. The level of involvement with each family will vary based on the needs of the individual and family. There are two types of Service Navigation:

- **Short-Term Service Navigation** The design is for families who will benefit from more individualized assistance for a period of time to obtain information, to receive assistance in accessing other services, or to receive guidance in addressing some specific problems. Development of an action plan with families occurs to focus on specific objectives.
- **Extended Service Navigation** The design is to provide ongoing support and coordination of services. Each Center has the capacity to provide Extended Service Navigation to an identified number of individuals/families. The Area Office must make referrals for this service, but the family, Family Support Center staff, or the Area Office can initiate the request. This service can also assist families to help plan and organize in-home supports they need to support their family member at home. Development of a Family Support Plan is an aid to remain focused on goals.

ADMINISTRATION OF FLEXIBLE FUNDING

The Department may provide individual, flexible funding allocations to families based on the priority of need of the family and available budget resources. This funding must be used for allowable supports, services, or goods as defined in the Department’s Addendum to the Family Support Guidelines and Procedures, January 2011.

FAMILY SUPPORT CENTERS

Following is a list of the Family Support Centers Across the State
Organized by DDS Region and Area Office
Central/West Region

Berkshire Area

Berkshire County Arc

Center Name: Berkshire County Arc Central &
Southern Berkshire County Family Support Center
Address: 46 Elm Street, Pittsfield, MA 01201
Phone: (413) 464-7262
Contact: Sonja Stewart
Email: sstewart@bcarc.org
Website: www.bcarc.org

United Cerebral Palsy (2 sites)

Center Name: UCP Central Berkshire Family Support Center
Address: 535 Curran Highway, North Adams, MA 01247
Phone: (413) 664-9345
Contact: Jennifer Summers
Email: jsummers@ucpberkshire.org
Website: www.ucpberkshire.org

Center Name: UCP Central Berkshire Family Support Center
Address: 208 West Street, Pittsfield, MA 01201
Phone: (413) 442-1562
Contact: Jennifer Summers
Email: jsummers@ucpberkshire.org
Website: www.ucpberkshire.org

Franklin/Hampshire Area

Pathlight

Center Name: Family Empowerment
Address: 41 Russell Street, Hadley, MA 01035
Phone: (413) 585-8010
Contact: Donna Kushi
Email: donna.kushi@pathlightgroup.org
Website: www.family-empowerment.org

The United Arc

Center Name: Franklin County Family Support Center
Address: 294 Avenue A, Turners Falls, MA 01376
Phone: (413) 774-5558
Contact: Sue Jones
Email: suejones@unitedarc.org
Website: www.unitedarc.org

The United Arc

Center Name: North Quabbin Family Support Center-GAAAFSN
Address: 361 Main Street, Athol, MA 01331
Phone: (978) 249-4052; (413) 774-5558
Contact: Sue Jones
Email: suejones@unitedarc.org
Website: www.unitedarc.org

FAMILY SUPPORT CENTERS

Central/West Region

Holyoke/Chicopee Area

Multicultural Community Services

Center Name: MCS Family Support Center
Address: 260 Westfield Road, Holyoke, MA 01040
Phone: (413) 534-3299
Contact: Karen Fletcher
Email: karenfletcher@mcsnet.org
Website: www.mcsnet.org

North Central Area

Seven Hills Family Services

Center Name: Family Support Center of North Central
Address: 1460 John Fitch Highway, Fitchburg, MA 01402
Phone: (978) 632-4322
Contacts: Gina Bernard:
Email: gbernard@sevenhills.org
Website: www.sevenhills.org/familysupport

Centro

Center Name: **Cultural/Linguistic-Specific Family Support Center**
Address: Multicultural Family Development Center
437 Main Street, Fitchburg, MA 01420
Phone: (978) 343-5836
Contact: Ydalia Heimann
Email: yheimann@centroinc.org
Website: www.centroinc.org
Specific Ethnic/Linguistic Group: Multicultural families

South Valley Area

Kennedy Donovan Center

Center Name: Kennedy Donovan Center
Address: 1 Maple Street, Milford, MA 01757
Phone: (508) 473-5700
Contact: Karissa Hicks
Email: khicks@kdc.org
Website: www.kdc.org

Seven Hills Family Services

Center Name: Family Support Center of South Valley
Address: 208 Charlton Road, Sturbridge, MA 01566
Phone: (508) 796-1950
Contact: Elizabeth Carroll:
Email: ecarroll@sevenhills.org
Website: www.sevenhills.org/familysupport

FAMILY SUPPORT CENTERS

Central/West Region

Springfield/Westfield Area

Multicultural Community Services

Center Name: MCS Family Support Center
Address: 1000 Wilbraham Road, Springfield, MA 01109
Phone: (413) 782-2500
Contact: Mary Beattie
Email: marybeattie@mcsnet.org
Website: www.mcsnet.org

New North Citizen's Council, Inc

Center Name: New North Family Support Center
Address: 11 Wilbraham Road 2nd Floor, Springfield, MA 01109
Phone: (413) 731-3110
Contact: Erin Courtney
Email: ecourtney@newnorthcc.org
Website: www.scan360.org
Specific Ethnic/Linguistic Group: Multicultural families in urban Springfield

Cultural/Linguistic-Specific Family Support Center

New North Family Support Center

11 Wilbraham Road 2nd Floor, Springfield, MA 01109

(413) 731-3110

Erin Courtney

ecourtney@newnorthcc.org

www.scan360.org

Multicultural families in urban Springfield

New North Citizen's Council, Inc.

Center Name: The SC@N 360 Family Center
Address: 11 Wilbraham Road 2nd Floor, Springfield, MA 01109
Phone: (413) 731-3110
Contact: Erin Courtney
Email: ecourtney@newnorthcc.org
Website: www.scan360.org
Specific Ethnic/Linguistic Group: Ethnically diverse families in the Greater Springfield Area

Cultural/Linguistic-Specific Family Support Center

The SC@N 360 Family Center

11 Wilbraham Road 2nd Floor, Springfield, MA 01109

(413) 731-3110

Erin Courtney

ecourtney@newnorthcc.org

www.scan360.org

Ethnically diverse families in the Greater Springfield Area

Worcester Area

Seven Hills Family Services

Center Name: Family Support Center of Greater Worcester
Address: 799 West Boylston Street, Worcester, MA 01606
Phone: (508) 796-1850
Contacts: Ana Morales
Email: amorales@sevenhills.org
Website: www.sevenhills.org/familysupport

Centro

Center Name: Worcester Multicultural Family Support Center
Address: 11 Sycamore Street, Worcester, MA 01608
Phone: (508) 798-1900 x 243
Contact: Ydalia Heimann
Email: yheimann@centroinc.org
Website: www.centroinc.org
Specific Ethnic/Linguistic Group: Multicultural Families

Cultural/Linguistic-Specific Family Support Center

Worcester Multicultural Family Support Center

11 Sycamore Street, Worcester, MA 01608

(508) 798-1900 x 243

Ydalia Heimann

yheimann@centroinc.org

www.centroinc.org

Multicultural Families

FAMILY SUPPORT CENTERS

Metro Region

Charles River West Area

Cambridge Family and Children's Service

Center Name: Cambridge Family & Children's Service
Address: 60 Gore Street, Cambridge, MA 02141
Phone: (617) 876-4210 x 4259
Contact: Brenda Beaton
Email: bbeaton@helpfamilies.org
Website: www.helpfamilies.org

Greater Boston Area

Bay Cove

Center Name: Bay Cove Family Support Center
Address: 66 Canal Street, Boston, MA 02114
Phone: (617) 371-3121
Contact: Teresa Wilson
Email: twilson@baycove.org
Website: www.baycove.org

Vinfen

Center Name: Vinfen Corp. DDS Family Support Center
Address: 260 Milton St, Suite 101, Dedham Ma 02026
Phone: (617) 562-4094
Contact: Sethany Griffin
Email: griffins@vinfen.org
Website: www.vinfen.org

Work Inc.

Center Name: Work Inc. Family Support Center
Address: 25 Beach Street, Dorchester, MA 02122
Phone: (617) 691-1601
Contact: Tuan Le
Email: tle@workinc.org
Website: www.workinc.org

Advocates

Center Name:
Address:
Mailing Address:
Phone:
Contact:
Email:
Website:
Specific Ethnic/Linguistic Group:

Cultural/Linguistic-Specific Family Support Center

Project Able
888 Washington Street Suite 102, Boston, MA 02111
1881 Worcester Road, Framingham, MA 01701
(617) 988-8132
Andy Law
alaw@advocates.org
www.advocates.org
Chinese and Vietnamese Families

HAPHI

Center Name:
Address:
Phone:
Contact:
Email:
Website:
Specific Ethnic/Linguistic Group:

Cultural/Linguistic-Specific Family Support Center

Haitian Family Support Center
1603 Blue Hill Avenue, Mattapan, MA 02126
(617) 298-8076
Renald Raphael
renaldraphael@yahoo.com
www.haphi.org
Haitian Families

FAMILY SUPPORT CENTERS

Metro Region

Greater Boston Area

Dimock Community Service Corp. Cultural/Linguistic-Specific Family Support Center

Center Name: Dimock Family Support Center
Address: 55 Dimock Street, Roxbury, MA 02119
Phone: (617) 442-8800 ext.1204
Contact: Tom Morris
Email: tmorris@dimock.org
Website: www.dimockcenter.org
Specific Ethnic/Linguistic Group: African American/Multicultural Families

Work Inc. Cultural/Linguistic-Specific Family Support Center

Center Name: Solidaridad
Address: 25 Beach Street, Dorchester, MA 02122
Phone: (617) 691-1620
Contact: Rosa Robledo
Email: rrobledo@workinc.org
Website: www.workinc.org
Specific Ethnic/Linguistic Group: Latin American Families

Middlesex West Area

Charles River Center

Center Name: Charles River Center
Address: 4 Strathmore Road, Natick, MA 01760
Phone: 508-651-5914
Contact: Gissi Cruz
Email: gcruz@charlesrivercenter.org
Website: www.charlesrivercenter.org

Thrive Support & Advocacy

Center Name: Thrive Support & Advocacy.
Address: 65 Boston Post Road West Suite 220 Marlborough, MA 01752
Phone: (508) 485-4227 x1004
Contact: Nanette Goldstein
Email: ngoldstein@icanthrive.org
Website: www.icanthrive.org

FAMILY SUPPORT CENTERS

Metro Region

Newton/South Norfolk Area

Charles River Center

Center Name: Charles River Center
Address: 59 East Militia Heights Road, Needham, MA 02492
Phone: (781) 972-1048
Contact: Gissi Cruz
Email: gcruz@charlesrivercenter.org
Website: www.charlesrivercenter.org

The ARC of South Norfolk

Center Name: The Arc of South Norfolk Family Support Center
Address: 789 Clapboardtree Street, Westwood, MA 02090
Phone: (781) 762-4001
Contact: Deb Wood
Email: dwood@arcsouthnorfolk.org
Website: www.arcsouthnorfolk.org

Family Support Centers

Northeast Region

Central Middlesex Area

Riverside Community Care

Center Name: Riverside Family Support Center
Address: 300 West Cummings Park, Suite 354, Woburn, MA 01801
Phone: (781) 801-5247
Contacts: Kristen D'Andrea; (781) 801-5247; kdandrea@riversidecc.org;
Kaley Stoner: (781) 686-6073; kstoner@riversidecc.org
Katie Davis (781) 801-5683; kdavis2@riversidecc.org;
Val Moya (781) 686-5149; vmoya@riversidecc.org
Website: www.riversidefamilysupport.org

Lowell Area

LifeLinks, Inc.

Center Name: LifeLinks Family Support Center
Address: 4 Omni Way, Chelmsford, MA 01824
Contact: Kelly Atkins; (978) 349-3005
Email: katkins@lifelinksinc.net
Contact: Shannon Kaiser; (978) 349-3039
Email: skaiser@lifelinksinc.net
Website: www.lifelinksinc.net

Cambodian Mutual Assistance Association of Greater Lowell

Center Name: Monorom Family Support Program
Address: 465 School Street, Lowell, MA 01851
Phone: (978) 454-6200 ext.1026
Contact: Visal Chin
Email: vchin@cmaalowell.org
Website: www.cmaalowell.org
Specific Ethnic/Linguistic Group: Cambodian families

Cultural/Linguistic-Specific Family Support Center

Merrimack Valley Area

Fidelity House Human Services

Center Name: Merrimack Valley Family Support Center
Address: 439 Union Street, Suite 401 Lawrence, MA 01843
Phone: (978) 685-9471 (x157)
Contact: Sue Lunn (x157) Elizabeth Grady (x183)
Email: familysupportcenter@fidelityhhs.org;
Website: www.fidelityhhs.org

Metro North Area

The Arc of East Middlesex

Center Name: The Arc of East Middlesex Family Resource Center.
Address: 30 Audubon Road, Wakefield, MA 01880
Mailing Address: 60D Audubon Road, Wakefield, MA 01880
Phone: (781) 587-2314
Contact: Judy Santamaria
Email: judyasantamaria@theemarc.org
Website: www.theemarc.org

FAMILY SUPPORT CENTERS

Northeast Region

North Shore Area

Northeast Arc

Center Name: Northeast Arc Family Resources
Address: 6 Southside Road, Danvers, MA 01923
Phone: (978) 624-2381
Contact: Aymee Lucifora
Email: alucifora@ne-arc.org
Website: www.ne-arc.org

Bridgewell

Center Name: **Cultural/Linguistic-Specific Family Support Center**
Bridgewell Family Support Center
Address: 66 Silsbee Street, Lynn, MA 01901
Phone: (339) 883-1761
Contact: Judith G. Doherty
Email: jdoherly@bridgewell.org
Website: www.bridgewell.org

FAMILY SUPPORT CENTERS

Southeast Region

Brockton Area

Brockton Area Arc

Center Name: Brockton Area Arc
Address: 1250 West Chestnut Street, Brockton, MA 02301
Phone: (508) 583-8030 x224
Contact: Kathy Kerwin
Email: kkerwin@brocktonarc.net
Website: www.brocktonareaarc.org

Cape Cod and the Islands Area

Kennedy-Donovan Center

Center Name: Kennedy-Donovan Center
Address: 30 Ansel Hallet Road, West Yarmouth, MA 02673
Phone: (774) 352-1305
Contact: Glenn Loomis
Email: gloomis@kdc.org
Website: www.kdc.org

Martha's Vineyard Community Services

Center Name: Martha's Vineyard Community Services
Address: 111 Edgartown Road, Vineyard Haven, MA 02568
Phone: (508) 693-7900
Contact: Kathi Hackett, x249
Email: KHackett@mvcommunityservices.com
Website: www.mvcommunityservices.com

Fall River Area

People Inc.

Center Name: Family Support Center, a program of People Incorporated
Address: 1 Father DeValles Boulevard, Suite 401 Fall River, MA 02723
Phone: (774) 488-5320
Contact: Marilyn Grubb
Email: MGrubb@Peopleinc-fr.org
Website: www.peopleinc-fr.org

New Bedford Area

Nemasket

Center Name: Family Connections Center, Nemasket
Address: 109 Fairhaven Road, Mattapoisett, MA 02739
Phone: (508) 999-4436
Contact: Sandra Heller
Email: sandykinney@nemasketgroup.org
Website: www.nemasketgroup.org

FAMILY SUPPORT CENTERS

Southeast Region

Plymouth Area

The Arc of Greater Plymouth

Center Name: The Arc of Greater Plymouth
Address: 52 Armstrong Road, Plymouth, MA 02360
Phone: (508) 732-9292, ext. 117
Contact: Kristine Marquis; Family Support Director, DESE, Recreation & AWC
Email: Kristinem@thearcofqp.org
Website: www.thearcofqp.org

South Coastal Area

Advocates

Center Name: South Coastal Family Support Center
Address: 1189 R North Main Street, Randolph, MA 02368
Phone: (781) 767-3048
Contact: Alicia Cannon
Email: acannon@advocates.org
Contact: Fatima Baptista
Email: fbaptist@advocates.org
Website: <http://southcoastalfamilysupport.org/>

South Shore Support Services

Center Name: South Shore Support Services
Address: 435 Columbian Street, Weymouth, MA 02190
Phone: (781) 331-7878
Contact: Renee McCorkle
Email: rmmccorkle@soshoresupport.org
Website: www.soshoresupport.org

Taunton/Attleboro Area

The Arc of Bristol County

Center Name: The Arc of Bristol County
Address: 141 Park Street, Attleboro, MA 02703
Phone: (508) 226-1445
Contact: Joan Badger
Email: jbader@arcnbc.org
Contact: Donna Brown
Email: dbrown@arcnbc.org
Website: www.arcnbc.org

Tri- Area (Brockton, Plymouth, South Coastal)

BAMSI

Center Name: BAMSI Family Support Center
Address: 155 Webster Street – Unit D, Hanover, MA 02339
Phone: (781) 878-4074 ext. 11
Contact: Michael Lonergan
Email: michaellonergan@bamsi.org
Website: www.bamsi.org

Autism Support Centers

There are seven Autism Support Centers throughout the state that provide an array of information and referral services, resources, and supports to children and adults with autism spectrum disorders. These Centers conduct broad outreach and provide services to families from diverse cultural, ethnic and linguistic communities in the geographic area they are serving and may create partnerships with community organizations and other resources in order to provide culturally responsive services.

The array of services and supports to families includes:

- Information and Referral
- Family Clinics
- Support Groups
- Access to the latest information on autism
- Family Trainings
- Parent Networking and Mentoring, and
- Social/recreational events, among other activities

Below is a list of the Autism Support Centers across the state organized by DDS Regions:

Central/West Region

Central

HMEA: Autism Resource Center of Central Massachusetts

Address: 712 Plantation Street, Worcester, MA 01605
Phone: (508) 835-4278
Contact: Sue Loring
Email: autism@hmea.org; sloring@hmea.org
Website: www.autismresourcecentral.org

West

Pathlight: Autism Connections

Address: 116 Pleasant Street – Suite 366, Easthampton, MA 01027
Phone: (413) 529-2428, ext.111 or (800) 892-7003 (toll free)
Contact: Katie Drumm
Email: katie.drumm@pathlightgroup.org

Berkshire Office:

Address: 100 North St. Suite 322, Pittsfield, MA 01201
Contact: Erica Donovan
Phone: (413) 443-4780, ext.19
Email: Erica.donovan@pathlightgroup.org
Website: www.autismconnectionsma.org

Autism Support Centers

Metro Region

Advocates, Inc./ Autism Alliance of Metrowest

Address: 1881 Worcester Road Framingham, MA 01701
Phone: (508) 652-9900
Contact: Pam McKillop and Allison Daigle, Executive Co-Directors
Email: pmckillop@advocates.org & adaigle@advocates.org
Website: www.autismalliance.org
Serving: Metrowest

TILL/Autism Support Center

Address: 20 Eastbrook Road, Dedham, MA 02026
Phone: (781) 302-4835
Contact: Lisa Connor, Autism Services Coordinator
Email: Lisa.connor@tillinc.org
Website: www.tillinc.org
Serving: Greater Boston including but not limited to: Cambridge, Chelsea, East Boston, Malden, Revere, Somerville, Waltham, Watertown, and Winthrop

The Arc of South Norfolk/The Family Autism Center

Address: 789 Clapboardtree Street, Westwood, MA 02090
Phone: (781) 762-4001
Contact: Brian Clark, Director
Email: bclark@arcsouthnorfolk.org
Website: <http://www.arcsouthnorfolk.org/family-autism-center.html>
Serving: Norfolk County Area

Northeast Region

Northeast Arc/The Autism Support Center

Address: 6 Southside Road, Danvers, MA 01923
Phone: (978) 777-9135
Contact: Gloria Ricardi Castillo and Susan Gilroy
Email: asc@ne-arc.org
Website: <http://www.ne-arcautismsupportcenter.org>

Southeast Region

Community Autism Resources

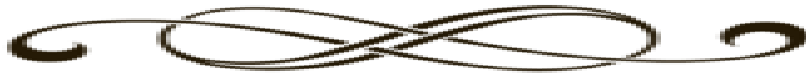
Address: 33 James Reynolds Road, Unit C, Swansea, MA 02777
Northern Office:
Stonehill College Downtown Center for Community Enhancement
68 Legion Parkway (inside Harbor One Bank), Brockton, MA 02301
(508) 379-0371 / (800) 588-9239
Contact: Barbara Domingue
Email: Barbaradomingue@community-autism-resources.com
Contact: Patricia Leonard-Toomey
Email: patriciatoomey@community-autism-resources.com
Website: www.community-autism-resources.org or
www.community-autism-resources.com

Intensive Flexible Family Support Programs

The primary goal of Intensive Flexible Family Support programs is to help support families with one or more members with a disability who are experiencing significant challenges, which are causing the child/individual to be at risk of out-of-home placement. This is a time-limited (6 to 18 months) and goal-oriented service providing more focused and intensive supports in response to identified areas of need and difficulty, and to build family capacity to support their child or young adult at home.

There are nineteen regional or area based Intensive Flexible Family Support Programs funded by DDS across the state. Children/families must meet specific eligibility criteria for participation in this Program and referral for services is made by the local DDS Area Offices. These services are available to children and young adults up to age 22.

For more information contact the local DDS Area Office.



Medically Complex Programs

Medically Complex Programs provide a family-driven model of care which supports families with children and young adults having significant cognitive, physical, and complex health care needs who are living at home. The goal is to provide comprehensive wrap-around supports, which consist of specialized case management activities that help families integrate the variety of resources and supports they are receiving in order to care for their family member at home.

This Program complements and is supplemental to other MassHealth, state plan and third party insurers and provides vital assistance to families who need help in coordinating all of the in-home care they receive. This program offers an array of support options to families (parents and siblings) to keep their family member at home and allow for a meaningful quality of life for all, and helps to prevent out-of-home placements in a pediatric nursing home or residential school.

Children must meet specific eligibility criteria for participation in this Program and referral for Program services is made by the local DDS Area Offices. However, Program staff are available to provide information and referral services to families and/or provide consultation to staff working with families who have a child/young adult with significant medical, physical and cognitive challenges.

Following is a list of Medically Complex Programs across the state organized by DDS Regions:

Medically Complex Programs

Central/West Region

Central

Shriver Clinical Services Corporation

Program Name: Family Partnerships
Address: 93 McCracken Road
Millbury, MA 01527
Phone: (508) 831-0999
Contact: Tricia Luce
Email: tricia.luce@verizon.net

West

Multicultural Community Services

Program Name: Family Bridges
Address: 3 State Street
Westfield, MA 01085
Phone: (413) 562-4885, ext.14
Contact: Isabel Castro
Email: isabelcastro@mcsnet.org

Metro Region

HMEA

Program Name: Home First
Address: 8 Forge Park East Franklin, MA 02038
Phone: (508) 298-1612
Contact: Linda Cox
Email: lco@hmea.org
Contact: Sory DeOliveira
Phone: (508) 298-1613
Email: sdeoliveira@hmea.org
Website: www.hmea.org

Northeast Region

Lifelinks, Inc.

Program Name: The Northeast Region Medically Complex Program
Address: 285 Mill Road, Chelmsford, MA 01824
Phone: 978-349-3005
Contact: Christie Cleaver
Email: ccleaver@lifelinksinc.net
Website: www.lifelinksinc.net

Southeast Region

BAMSI

Program Name: Family Partnerships of the Southeast
Address: 155 Webster Street, Unit D, Hanover, MA 02339
Contact: Paul Fazio
Phone: (774) 297-7892
Email: paulfazio@bamsi.org
Contact: Theresa McNulty
Phone: (508) 562-9208
Email: theresamcnulty@bamsi.org
Contact: Barbara Bonigli
Phone: (774) 539-8913
Email: barbarabonigli@bamsi.org
Website: www.bamsi.org

Family Leadership Programs

The Family Leadership Program is designed to provide education, leadership training and mentoring for families with children and adults with disabilities living in the community. One goal of these activities is to provide information on best practices and opportunities to support individuals and families to fully participate in all aspects of community life. Family leadership training and mentoring is developed and provided by family members who have a child or adult family member with a disability. One vehicle for family leadership development is the sponsorship of a Family Leadership Series, but other opportunities and activities are available in response to local needs.

Below is a list of Family Leadership Programs across the state organized by DDS Regions: Central/West Region

Central

Horace Mann Educational Associates, Inc.

Contact: Haran Phaneuf, Regional Coordinator- Central
Phone: (508) 918-4059
Email: hphaneuf@hmea.org
Website: www.hmea.org/family-supports/family-leadership-series/

West

Multicultural Community Services

Contact: Susan Crosby, Regional Coordinator-West
Phone: (413) 782-2500 X321
Email: susancrosby@mcsnet.org
Website: www.mcsnet.org/family-leadership

Metro Region

Riverside Community Care

Contact: Lauri Medeiros, Regional Coordinator- Metro
Phone: (617) 605-7404
Email: rjmede@aol.com

Northeast Region

Riverside Community Care

Contact: Sophia Johansson, Regional Coordinator- Northeast
Phone: (617) 935-2264
Email: o.sophia.johansson@gmail.com
Contact: Esterlina MacInnes, Coordinadora Comunitario de Noreste
Email: esterlina@gmail.com

Southeast Region

The Nemasket Group

Contact: Kathleen Amaral, Regional Coordinator- Southeast
Phone: (508) 999-4436
Email: kathleenamaral@nemasketgroup.org
www.nemasketgroup.org

Information about the Family Leadership Series, including dates and registration information, can also be found at <http://www.mfofc.org/events/leadership-series.html>.

Mandee Spittle, MFOFC Statewide Coordinator
Phone: 774-855-6001; Email: mfofc@mfofc.org

Other Family Resources

Advocates for Autism of MA	(781) 891-6270	www.afamaction.org
Arc Massachusetts	(781) 891-6270	www.arcmass.org
Asperger's Association of New England	(617) 393-3824	www.aane.org
Autism Insurance Resource Center.....	(781) 642-0248.....	www.disabilityinfo.org/arica/
Autism Commission.....	(617) 624-7848.....	www.mass.gov/orgs/autism-commission
Best Buddies	(866) 332-8339.....	www.bestbuddiesma.org
Children & Youth With Special Health Care Needs Program/DPH.....	(800) 882-1435.....	www.mass.gov/dph
Community Gateway.....		www.communitygateway.org
Disability Law Center.....	(800) 872-9992.....	www.dlc-ma.org
FAMILY TIES.....	(800) 905-8437.....	www.massfamilyties.org
Federation for Children with Special Needs.....	(800) 236-7210.....	www.fcsn.org
Institute for Community Inclusion	(617) 287-4300.....	www.communityinclusion.org
Massachusetts Advocates for Children.....	(617) 357-8431	www.massadvocates.org
MA Developmental Disabilities Council.....	(617) 770-7676.....	www.mass.gov/mddc
MA Down Syndrome Congress	(800) 664-6372.....	www.mdsc.org
MA Families Organizing for Change	(800) 406-3632.....	www.mfofc.org
MFOFC Housing Connections.....	(508) 824-6946.....	www.mfofc.org
MASS- MA Advocates Standing Strong.....	(866) 426-2253.....	www.massadvocatesstandingstrong.org
MASS 2-1-1	(877) 211-MASS.....	www.mass211.org
Massachusetts Family Voices.....	(800) 331-0688 x 301...	www.massfamilyvoices.org
Massachusetts Lifespan Respite Coalition	(617) 863-6244.....	www.massrespite.org
MA Sibling Support Network	(617) 807-0558.....	info@masiblingsupport.org
New England INDEX	(800) 642-0249.....	www.disabilityinfo.org
Rewarding Work Respite Directory.....		www.massrespitedirectory.org
Special Olympics.....	(508) 485-0986.....	www.specialolympicsma.org
Widening the Circle.....		www.arcmass.org/ProgramsatTheArc/RealFriends.aspx

Statewide Intake & Eligibility Contacts

Regional Eligibility Coordinators

More information about the eligibility process as well as the application forms can be found on the DDS website, www.mass.gov/dds.

DDS Central/West Region

Liz Cullinane
140 High Street
Springfield, MA 01105
Intake Line: (413) 205-0940
Fax: (413) 205-1605

DDS Metro Region

Christine Kjellson
465 Waverley Oaks Road, Suite 120
Waltham, MA 02452
Intake Line: (781) 314-7513
Fax Number: (781) 314-7539

DDS Northeast Region

Erin Krol
Hogan Regional Center
PO Box A
Hathorne, MA 01937
Intake Line: (978) 774-5000 x850
Fax Number: (978)739-0420

DDS Southeast Region

Tracey Daigneau
151 Campanelli Drive, Suite B
Middleboro, MA 02346
Intake Line (508) 866-5000
Fax number (617) 727-7822