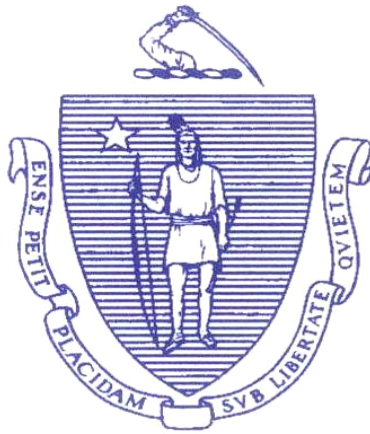


# **Statewide Family Support Directory**



**Commonwealth of Massachusetts**

**Department of Developmental Services**

**Elin M. Howe  
Commissioner**

**September 2014**

# 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. These family support services are designed 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 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](http://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/dds](http://www.mass.gov/dds)

Elin M. Howe, Commissioner

Larry Tummino, Deputy Commissioner

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

Cariann Harsh, Autism Division Director

Margaret Van Gelder, Statewide Director of Family Support

### 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

Doug McCallum, Director of Family Support

### Metro Region

411 Waverley Oaks Road, Suite 304, Waltham, MA 02452  
(781) 314-7500

Gail Gillespie, Regional Director

Roberta Lewonis, Community Systems Director

Kristen O'Melia, Director of Family Support

### Northeast Region

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

Amanda Chalmers, Regional Director

Jane Ryder, Community Systems Director

Amy Nazaire, Director of Family Support

### Southeast Region

68 North Main Street, Carver, MA 02330  
(508) 866-5000

Rick O'Meara, Regional Director

Mark Sanderson, Community Systems Director

Vacant, Director of Family Support

# DDS Central/West Region

## Area Offices

<b>Berkshire</b>				<b>Franklin/Hampshire</b>			
333 East Street, 5 <sup>th</sup> Floor, Pittsfield, MA 01201 (413) 447-7381 MaryLee Daniels, Area Director				One Roundhouse Plaza, Northampton, MA 01060 (413) 586-4948 Charles Powers Jr., 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	
<b>Holyoke/Chicopee</b>				<b>North Central</b>			
88 Front Street, 1 <sup>st</sup> Floor, Holyoke, MA 01040 (413) 535-1022 Robin Harmatz, 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	
<b>South Valley</b>							
Milford Office 194 West Street #9, Milford, MA 01757 (508) 634-3345 Sally Mueller, Area Director				Southbridge Office 1 North Street, Southbridge, MA 01550 (508) 764-0751 Sally Mueller, 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	
<b>Springfield/Westfield</b>				<b>Worcester</b>			
436 Dwight Street, Suite 205, Springfield, MA 01103 (413) 784-1339; (800) 370-8525 Leigh Schmidt, Area Director				24 Southbridge Street, Worcester, MA 01608 (508) 792-6200 David Kent, 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) 360-2400  Kathleen Catano, 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			
46 Park Street, Framingham, MA 01702 (508) 879-1111  Deborah Johnson, Area Director				125 West Street, Walpole, MA 02081 (508) 668-3679  Marjorie Dusseault, 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			
20 Academy Street Ste 302, Arlington, MA 02476 (781) 641-7300  Mary Beth Coyne, Area Director				325 Chelmsford Street, Lowell, MA 01851 (978) 322-4300  Alfred Nazzaro, 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 <sup>nd</sup> floor, Haverhill, MA 01843 (978) 521-9432  Edward Fitzgerald, Area Director				27 Water Street, Wakefield, MA 01880 (781) 338-2300  Rick Kalish, 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  Kelly Lawless, 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

<b>Brockton</b>				<b>Cape Cod/Islands</b>			
500 Belmont Street Suite 100 Brockton, MA 02301 (508) 427-8525 Beth Moran Liuzzo, Area Director				181 North Street Hyannis, MA 02601 (508) 771-2595 Jeanne Brown, 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
<b>Fall River</b>				<b>New Bedford</b>			
1 Father DeValles Boulevard Unit 3 Fall River, MA 02723 (508) 730-1209 Robert Hebda, Area Director				908 Purchase Street New Bedford, MA 02740 (508) 992-1848 Philip Tully, Area Director			
Assonet Fall River	Freetown Somerset	Swansea Westport		Acushnet Dartmouth Fairhaven	Gosnold Marion Mattapoisett	New Bedford Rochester Wareham	
<b>Plymouth</b>				<b>South Coastal</b>			
40 Industrial Park Road Suite 1 Plymouth, MA 02360 (508) 732-5700 Casey Seaman, Area Director				1221 Main Street South Weymouth, MA 02190 (781) 337-2165 Karyn Dion, Area Director			
Carver Duxbury Halifax	Hanover Hanson Kingston	Marshfield Pembroke Plymouth	Plympton	Braintree Cohasset Hingham	Hull Milton Norwell	Quincy Randolph Scituate	Weymouth
<b>Taunton/Attleboro</b>							
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. These Centers are expected to do broad outreach 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 and/or individual consultation with families at the Center or in other locations in the community.
- 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** is designed 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. An Action Plan is developed with families. Families can access this service directly at the Center.
- **Extended Service Navigation** is designed 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. Referrals for this service must be made by the Area Office, but the request can be initiated by the family, Family Support Center staff, or the Area Office. This service can also assist families to help plan and organize in-home supports they need to support their family member at home. A Family Support Plan is developed with each family.

### 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: 395 South Street, Pittsfield, MA 01201  
133 Quarry Hill Road, Lee, MA 01238  
Phone: (413) 499-4241 x227  
Contact: Maryann Hyatt  
Email: [mhyatt@bcarc.org](mailto:mhyatt@bcarc.org)  
Website: [www.bcarc.org](http://www.bcarc.org)

#### **United Cerebral Palsy (2 sites)**

Center Name: UCP Central and Northern Berkshire Family Support Center  
Address: 535 Curran Highway, North Adams, MA 01247  
Phone: (413) 664-9345, x36  
Contact: Leigh Uqdah  
Email: [luqdah@ucpberkshire.org](mailto:luqdah@ucpberkshire.org)  
Website: [www.ucpberkshire.org](http://www.ucpberkshire.org)

Center Name: UCP Central and Northern Berkshire Family Support Center  
Address: 208 West Street, Pittsfield, MA 01201  
Phone: (413) 442-1562  
Contact: Leigh Uqdah  
Email: [luqdah@ucpberkshire.org](mailto:luqdah@ucpberkshire.org)  
Website: [www.ucpberkshire.org](http://www.ucpberkshire.org)

### Franklin/Hampshire Area

#### **The Association for Community Living**

Center Name: Family Empowerment  
Address: 41 Russell Street, Hadley, MA 01035  
Phone: (413) 585-8010  
Contact: Lee Ciszewski  
Email: [lee.ciszewski@theassociationinc.org](mailto:lee.ciszewski@theassociationinc.org)  
Website: [www.theassociationinc.org](http://www.theassociationinc.org)

#### **The United Arc**

Center Name: Franklin County Family Support Center  
Address: 294 Avenue A, Turners Falls, MA 01376  
Phone: (413) 774-5558 x1006  
Contact: Martha Lewin  
Email: [marthalewin@unitedarc.org](mailto:marthalewin@unitedarc.org)  
Website: [www.unitedarc.org](http://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, x1006  
Contact: Martha Lewin  
Email: [marthalewin@unitedarc.org](mailto:marthalewin@unitedarc.org)  
Website: [www.unitedarc.org](http://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](http://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  
Alysia Pfeifle  
Maya Ford  
Email: [gbernard@sevenhills.org](mailto:gbernard@sevenhills.org)  
[apfeifle@sevenhills.org](mailto:apfeifle@sevenhills.org)  
[mford@sevenhills.org](mailto:mford@sevenhills.org)  
Website: [www.sevenhills.org/familysupport](http://www.sevenhills.org/familysupport)

#### **Centro Las Americas**

Center Name: Cultural/Linguistic-Specific Family Support Center  
Address: Multicultural Family Development Center  
437 Main Street, Fitchburg, MA 01420  
Phone: (978) 343-5836  
Contact: Viviana Alzate-Catano  
Email: [valzate@centrolasamericas.org](mailto:valzate@centrolasamericas.org)  
Website: [www.centrolasamericas.org](http://www.centrolasamericas.org)  
Specific Ethnic/Linguistic Group: Multicultural families

### South Valley Area

#### **Kennedy Donovan Center**

Center Name: Kennedy Donovan Center  
Address: 171 Main Street. 3<sup>rd</sup> floor, Milford, MA 01757  
Phone: (508) 473-5700  
Contacts: Michael Bailey  
Marty Schneier  
Email: [mbailey@kdc.org](mailto:mbailey@kdc.org)  
[mschneier@kdc.org](mailto:mschneier@kdc.org)  
Website: [www.kdc.org](http://www.kdc.org)

#### **Seven Hills Family Services**

Center Name: Family Support Center of South Valley  
Address: 128 Main Street, Suite 3, Box 4, Sturbridge, MA 01566  
Phone: (508) 796-1950  
Contact: Linda Cournoyer  
Kim Holstrom  
Kim Liss  
Email: [lcournoyer@sevenhills.org](mailto:lcournoyer@sevenhills.org)  
[kholstrom@sevenhills.org](mailto:kholstrom@sevenhills.org)  
[kliss@sevenhills.org](mailto:kliss@sevenhills.org)  
Website: [www.sevenhills.org/familysupport](http://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: Michael Romanovitch  
Email: [michaelro@mcsnet.org](mailto:michaelro@mcsnet.org)  
Website: [www.mcsnet.org](http://www.mcsnet.org)

#### **New North Citizen's Council, Inc**

Center Name: New North Family Support Center  
Address: 11 Wilbraham Road 2<sup>nd</sup> Floor, Springfield, MA 01109  
Phone: (413) 731-3110  
Contact: Caroline Wenck  
Email: [caroline.wenck@scan360.org](mailto:caroline.wenck@scan360.org)  
[mholland@newnorthcc.org](mailto:mholland@newnorthcc.org)  
Website: [www.scan360.org](http://www.scan360.org)  
Specific Ethnic/Linguistic Group: Multicultural families in urban Springfield

#### **Cultural/Linguistic-Specific Family Support Center**

#### **New North Citizen's Council, Inc.**

Center Name: The SC@N 360 Family Center  
Address: 11 Wilbraham Road 2<sup>nd</sup> Floor, Springfield, MA 01109  
Phone: (413) 731-3110  
Contact: Caroline Wenck  
Email: [caroline.wenck@scan360.org](mailto:caroline.wenck@scan360.org)  
Website: [www.scan360.org](http://www.scan360.org)  
Specific Ethnic/Linguistic Group: Ethnically diverse families in the Greater Springfield Area

#### **Cultural/Linguistic-Specific Family Support Center**

### 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  
Taylor Lawton  
Email: [amorales@sevenhills.org](mailto:amorales@sevenhills.org)  
[tlawton@sevenhills.org](mailto:tlawton@sevenhills.org)  
Website: [www.sevenhills.org/familysupport](http://www.sevenhills.org/familysupport)

#### **Centro Las Americas**

Center Name: Worcester Multicultural Family Support Center  
Address: 11 Sycamore Street, Worcester, MA 01608  
Phone: (508) 798-1900 x 243  
Contact: Debra Folsom  
Email: [dfolsom@centrolasamericas.org](mailto:dfolsom@centrolasamericas.org)  
Website: [www.centrolasamericas.org](http://www.centrolasamericas.org)  
Specific Ethnic/Linguistic Group: Multicultural Families

#### **Cultural/Linguistic-Specific Family Support Center**

# 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 137  
Contact: Michele Bisson  
Email: [mbisson@helpfamilies.org](mailto:mbisson@helpfamilies.org)  
Website: [www.helpfamilies.org](http://www.helpfamilies.org)

### Greater Boston Area

#### **Bay Cove**

Center Name: Bay Cove Family Support Center  
Address: 66 Canal Street, Boston, MA 02114  
Phone: (617) 371-3155  
Contact: Michelle Savage  
Email: [msavage@baycove.org](mailto:msavage@baycove.org)  
Website: [www.baycove.org](http://www.baycove.org)

#### **Vinfen**

Center Name: Vinfen Corp. DDS Family Support Center  
Address: 1208 C VFW Parkway, Suite 103, West Roxbury, MA 02132  
Phone: (617) 562-4094  
Contact: Sethany Griffin  
Email: [griffins@vinfen.org](mailto:griffins@vinfen.org)  
Website: [www.vinfen.org](http://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](mailto:tle@workinc.org)  
Website: [www.workinc.org](http://www.workinc.org)

#### **Advocates**

Center Name: **Cultural/Linguistic-Specific Family Support Center**  
Project Able  
Address: 72 Kneeland Street – Suite 401, Boston, MA 02111  
Mailing Address: One Clarks Hill - Suite 305, Framingham, MA 01702  
Phone: (617) 988-8132  
Contact: Kwang Chan  
Website: [kchan@advocatesinc.org](mailto:kchan@advocatesinc.org)  
Specific Ethnic/Linguistic Group: Chinese and Vietnamese Families

#### **HAPHI**

Center Name: **Cultural/Linguistic-Specific Family Support Center**  
Haitian Family Support Center  
Address: 1464 Blue Hill Avenue, Mattapan, MA 02126  
Phone: (617) 298-8076  
Contact: Renald Raphael  
Email: [renaldraphael@yahoo.com](mailto:renaldraphael@yahoo.com)  
Website: [www.haphi.org](http://www.haphi.org)  
Specific Ethnic/Linguistic Group: 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@dimockcenter.org](mailto:tmorris@dimockcenter.org)  
Website: [www.dimockcenter.org](http://www.dimockcenter.org)  
Specific Ethnic/Linguistic Group: African American/Multicultural Families

**Latin American Health Institute Cultural/Linguistic-Specific Family Support Center**  
Center Name: Solidaridad  
Address: 95 Berkeley Street – Suite 600, Boston, MA 02116  
Phone: (617) 350-6900  
Contact: Rosa Robledo  
Email: [rosa.robledo@lhi.org](mailto:rosa.robledo@lhi.org)  
Website: [www.lhi.org](http://www.lhi.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: (781) 972-1017  
Contact: Colleen Morse  
Email: [cmorse@charlesrivercenter.org](mailto:cmorse@charlesrivercenter.org)  
Website: [www.charlesrivercenter.org](http://www.charlesrivercenter.org)

**Greater Marlboro Programs, Inc.**  
Center Name: Greater Marlboro Programs, Inc.  
Address: 40 Mechanic Street – Suite 100, Marlboro, MA 01752  
Phone: (508) 485-4227 x104  
Contact: Bill Fagan  
Email: [bill@gmpi.org](mailto:bill@gmpi.org)  
Website: [www.gmpinc.org](http://www.gmpinc.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: Ellen Kilicarslan  
Email: [ekilicarslan@charlesrivercenter.org](mailto:ekilicarslan@charlesrivercenter.org)  
Website: [www.charlesrivercenter.org](http://www.charlesrivercenter.org)

#### **South Norfolk Count Arc**

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](mailto:dwood@arcsouthnorfolk.org)  
Website: [www.arcsouthnorfolk.org](http://www.arcsouthnorfolk.org)

## 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) 686-4527  
Contacts: Jackie Forte  
Kristen D'Andrea; (781) 801-5247  
Paula Devits; (781) 801-5683  
Email: [jforte@riversidecc.org](mailto:jforte@riversidecc.org)  
[kdandrea@riversidecc.org](mailto:kdandrea@riversidecc.org)  
[pdevits@riversidecc.org](mailto:pdevits@riversidecc.org)  
Website: [www.riversidefamilysupport.org](http://www.riversidefamilysupport.org)

### Lowell Area

#### **LifeLinks, Inc.**

Center Name: LifeLinks Family Support Center  
Address: 258 Mill Road, Chelmsford, MA 01824  
Phone: (978) 349-3040  
Contact: Rachel Ward-Sullivan  
Email: [rwardsullivan@lifelinksinc.net](mailto:rwardsullivan@lifelinksinc.net)  
Contact: Amy Young  
Email: [ayoung@lifelinksinc.net](mailto:ayoung@lifelinksinc.net)  
Website: [www.lifelinksinc.net](http://www.lifelinksinc.net)

#### **Cambodian Mutual Assistance Association of Greater Lowell**

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

#### **Cultural/Linguistic-Specific Family Support Center**

Monorom Family Support Program  
120 Cross Street, Lowell, MA 01854  
(978) 454-6200 ext. 1026  
Brian Chen  
[bchen@cmaalowell.org](mailto:bchen@cmaalowell.org)  
[www.cmaalowell.org](http://www.cmaalowell.org)  
Cambodian families

# FAMILY SUPPORT CENTERS

## Northeast Region

### Merrimack Valley Area

#### **Fidelity House Human Services**

Center Name: Merrimack Valley Family Support Center  
Address: One Parker Street, Lawrence, MA 01843  
Phone: (978) 685-9471 (x157)  
Contact: Sue Lunn  
Email: [slunn@fidelityhhs.org](mailto:slunn@fidelityhhs.org);  
Website: [www.fidelityhhs.org](http://www.fidelityhhs.org)

### Metro North Area

#### **The Arc of East Middlesex**

Center Name: The Arc of East Middlesex Family Resource Center.  
Address: 26 Princess Street, Wakefield, MA 01880  
Phone: (781) 587-2314  
Contact: Judy Santamaria  
Email: [judysantamaria@theemarc.org](mailto:judysantamaria@theemarc.org)  
Website: [www.theemarc.org](http://www.theemarc.org)

### 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](mailto:alucifora@ne-arc.org)  
Website: [www.ne-arc.org](http://www.ne-arc.org)

## 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](mailto:kkerwin@brocktonarc.net)  
Website: [www.brocktonareaarc.org](http://www.brocktonareaarc.org)

# FAMILY SUPPORT CENTERS

## Southeast Region

### Cape Cod and the Islands Area

#### **Kennedy-Donovan Center**

Center Name: Kennedy-Donovan Center  
Address: 32 Commercial Street, South Yarmouth, MA 02664  
Phone: (508) 385-6019  
Contact: Dan Sprout  
Email: [dsprout@kdc.org](mailto:dsprout@kdc.org)  
Contact: Laura Griswold  
Email: [lgriswold@kdc.org](mailto:lgriswold@kdc.org)  
Website: [www.kdc.org](http://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](mailto:KHackett@mvcommunityservices.com)  
Contact: Sharon Clauss-Zanger  
Email: [sclauss-zanger@mvcommunityservices.com](mailto:sclauss-zanger@mvcommunityservices.com)  
Website: [www.mvcommunityservices.com](http://www.mvcommunityservices.com)

### Fall River Area

#### **People Inc.**

Center Name: Family Advocacy & Community Education (FACE) Center  
Address: 4 South Main Street, Fall River, MA 02721  
Phone: (508) 679-5233  
Contact: Marilyn Grubb  
Email: [MGrubb@Peopleinc-fr.org](mailto:MGrubb@Peopleinc-fr.org)  
Contact: Jenny DiBlasi  
Email: [JDiblasi@Peopleinc-fr.org](mailto:JDiblasi@Peopleinc-fr.org)  
Website: [www.peopleinc-fr.org](http://www.peopleinc-fr.org)

### New Bedford Area

#### **Nemasket**

Center Name: Family Connections Center, Nemasket  
Address: 56 Bridge Street, Fairhaven, MA 02719  
Phone: (508) 999-4436  
Contact: Sandra Kinney  
Email: [sandykinneyfc@nemasketgroup.org](mailto:sandykinneyfc@nemasketgroup.org)  
Contact: Emily Nisenbaum  
Email: [emilynisenbaum@nemasketgroup.org](mailto:emilynisenbaum@nemasketgroup.org)  
Website: [www.nemasketgroup.org](http://www.nemasketgroup.org)

### Plymouth Area

#### **The Arc of Greater Plymouth**

Center Name: The Arc of Greater Plymouth  
Address: 10 Cordage Park Circle, Suite 208, Plymouth, MA 02360  
Phone: (508) 732-9292  
Contact: Malissa Kenney, x29  
Email: [malissak@thearcofgp.org](mailto:malissak@thearcofgp.org)  
Contact: Kristine Scigliano, x16  
Email: [Kristines@thearcofgp.org](mailto:Kristines@thearcofgp.org)  
Website: [www.thearcofgp.org](http://www.thearcofgp.org)

# FAMILY SUPPORT CENTERS

## Southeast Region

### South Coastal Area

#### **Advocates, Inc.**

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@advocatesinc.org](mailto:acannon@advocatesinc.org)  
Contact: Fatima Baptista  
Email: [fbaptista@advocatesinc.org](mailto:fbaptista@advocatesinc.org)  
Website: <http://southcoastalfamilysupport.org/>

#### **South Shore Support Services**

Center Name: South Shore Support Services  
Address: 317 Libbey Industrial Parkway – Unit B300  
P.O. Box 890126, Weymouth, MA 02189  
Phone: (781) 331-7878  
Contact: Mary Burt  
Email: [maryburt@soshoresupport.org](mailto:maryburt@soshoresupport.org)  
Contact: Renee McCorkle  
Email: [rmccorkle@soshoresupport.org](mailto:rmccorkle@soshoresupport.org)  
Website: [www.southshoresupport.org](http://www.southshoresupport.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: Beth Bogus  
Email: [bbogus@arcnbc.org](mailto:bbogus@arcnbc.org)  
Website: [www.arcnbc.org](http://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  
Contact: Mary Ann Mills-Lassiter  
Email: [mmills-lassiter@bamsi.org](mailto:mmills-lassiter@bamsi.org)  
Contact: Sharon Craig  
Email: [scraig@bamsi.org](mailto:scraig@bamsi.org)  
Email: [familysupportcenter@bamsi.org](mailto:familysupportcenter@bamsi.org)  
Website: [www.bamsi.org](http://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 young 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

#### **Horace Mann Educational Associates/Autism Resource Center of Central Massachusetts**

Address: 71 Sterling Street, West Boylston, MA 01583  
Phone: (508) 835-4278  
Contact: Sue Loring  
Email: [autism@hmea.org](mailto:autism@hmea.org); [sloring@hmea.org](mailto:sloring@hmea.org)  
Website: [www.autismresourcecentral.org](http://www.autismresourcecentral.org)

### West

#### **The Association for Community Living/ Community Resources for People with Autism**

Address: 116 Pleasant Street – Suite 366, Easthampton, MA 01027  
Phone: (413) 529-2428, ext.111 or (800) 892-7003 (toll free)  
Contact: Jan Doody  
Email: [jan.doody@theassociationinc.org](mailto:jan.doody@theassociationinc.org)

#### **Berkshire Office:**

Address: 100 North St. Suite 322, Pittsfield, MA 01201  
Phone: (413) 443-4780 x.15  
Contact: Megan Sherman  
Email: [megan.sherman@theassociationinc.org](mailto:megan.sherman@theassociationinc.org)  
Website: [www.communityresourcesforautism.org](http://www.communityresourcesforautism.org)

# Autism Support Centers

## Metro Region

### Advocates, Inc./ Autism Alliance of Metrowest

Address: 14 East Central St. Natick, MA 01760  
Phone: (508) 652-9900  
Contact: Nannette Ohman  
Email: [nohman@advocatesinc.org](mailto:nohman@advocatesinc.org)  
Website: [www.autismalliance.org](http://www.autismalliance.org)  
Serving: Metrowest

### TILL/Autism Support Center

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

### Southern Norfolk County Arc/The Family Autism Center

Address: 789 Clapboardtree Street, Westwood, MA 02090  
Phone: (781) 762-4001  
Contact: Elizabeth Roche, Director  
Email: [eroche@sncarc.org](mailto:eroche@sncarc.org)  
Website: <http://www.sncarc.org/FAC.htm>  
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 Castillo and Susan Gilroy  
Email: [asc@ne-arc.org](mailto:asc@ne-arc.org)  
Website: <http://www.ne-arcautismsupportcenter.org>

## Southeast Region

### Community Autism Resources

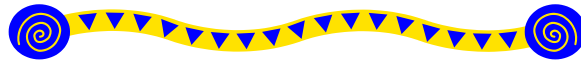
Address: 33 James Reynolds Road, Unit C, Swansea, MA 02777  
Phone: (508) 379-0371/ (800) 588-9239  
Contact: Barbara Domingue  
Email: [Barbaradomingue@community-autism-resources.com](mailto:Barbaradomingue@community-autism-resources.com)  
Website: [www.community-autism-resources.org](http://www.community-autism-resources.org) or  
[www.community-autism-resources.com](http://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 12 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 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.

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](mailto:tricia.luce@verizon.net)

### West

#### **Multicultural Community Services**

Program Name: Family Bridges  
Address: 260 Westfield Road, Holyoke, MA 01040  
Phone: (413) 534-3299, ext.105  
Contact: Arlene Lockenwitz  
Email: [arlenelockenwitz@mcsnet.org](mailto:arlenelockenwitz@mcsnet.org)

## Metro Region

### **HMEA**

Program Name: Home First  
Address: 8 Forge Park East Franklin, MA 02038  
Phone: (508) 298-1100  
Contact: Jeanne Clapper  
Email: [jclapper@hmea.org](mailto:jclapper@hmea.org)  
Website: [www.hmea.org](http://www.hmea.org)

## Northeast Region

### **Lifelinks, Inc.**

Program Name: The Northeast Region Medically Complex Program  
Address: 285 Mill Road, Chelmsford, MA 01824  
Phone: (978) 251-0610 x3039  
Contact: Eileen Lee  
Email: [elee@lifelinksinc.net](mailto:elee@lifelinksinc.net)  
Contact: Amy Young, Program Manager  
Email: [ayoung@lifelinksinc.net](mailto:ayoung@lifelinksinc.net)  
Website: [www.lifelinksinc.net](http://www.lifelinksinc.net)

## Southeast Region

### **BAMSI**

Program Name: Family Partnerships of the Southeast  
Address: 155 Webster Street, Unit D, Hanover, MA 02339  
Phone: (508) 990-9938; (781) 878-4074  
Contact: Trina Bigham; Gail Mackler  
Email: [tbigham@bamsi.org](mailto:tbigham@bamsi.org); [gmackler@bamsi.org](mailto:gmackler@bamsi.org)  
Website: [www.bamsi.org](http://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: Anne Hurst, Regional Coordinator- Central  
Phone: (978) 297-2240  
Email: [fl@hmea.org](mailto:fl@hmea.org)  
Website: [www.hmea.org](http://www.hmea.org)

#### West

##### **Multicultural Community Services**

Contact: Maribel Kane, Regional Coordinator- West  
Phone: (413) 782-2500  
Email: [maribel.kane@mcsnet.org](mailto:maribel.kane@mcsnet.org)

### Metro Region

##### **Riverside Community Care**

Contact: Lauri Medeiros, Regional Coordinator- Metro  
Phone: (781) 329- 0909  
Email: [rjmede@aol.org](mailto:rjmede@aol.org)

### Northeast Region

##### **Riverside Community Care**

Contact: Susan Nadworny, Regional Coordinator- Northeast  
Phone: (781) 665-5179  
Email: [snadw@aol.com](mailto:snadw@aol.com); [snadworny@riversidecc.org](mailto:snadworny@riversidecc.org)

### Southeast Region

##### **The Nemasket Group**

Contact: Emily Nisenbaum, Regional Coordinator- Southeast  
Phone: (508) 999-4436  
Email: [emilynisenbaum@nemasketgroup.org](mailto:emilynisenbaum@nemasketgroup.org)  
Contact: Dianne Huggon, Assistant Regional Coordinator- Southeast  
Phone: 508-824-6946  
Email: [mfofc@comcast.net](mailto:mfofc@comcast.net)

Information about the Family Leadership Series, including dates and registration information, can also be found at [www.mfofc.org](http://www.mfofc.org).

## Other Family Resources

Advocates for Autism of MA.....	(781) 891-6270 .....	<a href="http://www.afamaction.org">www.afamaction.org</a>
Arc Massachusetts .....	(781) 891-6270 .....	<a href="http://www.arcmass.org">www.arcmass.org</a>
Asperger's Association of New England .....	(617) 393-3824 .....	<a href="http://www.aane.org">www.aane.org</a>
Autism Insurance Resource Center.....	(781) 642-0248 .....	<a href="http://www.disabilityinfo.org/arica/">www.disabilityinfo.org/arica/</a>
Best Buddies .....	(866) 332-8339 .....	<a href="http://www.bestbuddiesma.org">www.bestbuddiesma.org</a>
Community Gateway.....		<a href="http://www.communitygateway.org">www.communitygateway.org</a>
Disability Law Center .....	(800) 872-9992 .....	<a href="http://www.dlc-ma.org">www.dlc-ma.org</a>
FAMILY TIES .....	(800) 905-8437 .....	<a href="http://www.massfamilyties.org">www.massfamilyties.org</a>
Federation for Children w/Special Needs .....	(800) 236-7210 .....	<a href="http://www.fcsn.org">www.fcsn.org</a>
Institute for Community Inclusion .....	(617) 287-4300 .....	<a href="http://www.communityinclusion.org">www.communityinclusion.org</a>
Massachusetts Advocates for Children.....	(617) 357-8431 .....	<a href="http://www.massadvocates.org">www.massadvocates.org</a>
MA Developmental Disabilities Council .....	(617) 770-7676 .....	<a href="http://www.mass.gov/mddc">www.mass.gov/mddc</a>
MA Down Syndrome Congress.....	(800) 664-6372 .....	<a href="http://www.mdsc.org">www.mdsc.org</a>
MA Families Organizing for Change .....	(800) 406-3632 .....	<a href="http://www.mfofc.org">www.mfofc.org</a>
MASS- MA Advocates Standing Strong.....	(866) 426-2253 .....	<a href="http://www.massadvocatesstandingstrong.org">www.massadvocatesstandingstrong.org</a>
MASS 2-1-1 .....	(877) 211-MASS.....	<a href="http://www.mass211.org">www.mass211.org</a>
Massachusetts Family Voices.....	(800) 331-0688 x 301...	<a href="http://www.massfamilyvoices.org">www.massfamilyvoices.org</a>
MA Sibling Support Network .....	(617) 807-0558 .....	<a href="mailto:info@masiblingsupport.org">info@masiblingsupport.org</a>
New England INDEX.....	(800) 642-0249 .....	<a href="http://www.disabilityinfo.org">www.disabilityinfo.org</a>
Real Friends Project.....		<a href="http://www.arcmass.org/ProgramsatTheArc/RealFriends.aspx">www.arcmass.org/ProgramsatTheArc/RealFriends.aspx</a>
Special Olympics .....	(508) 485-0986 .....	<a href="http://www.specialolympicsma.org">www.specialolympicsma.org</a>