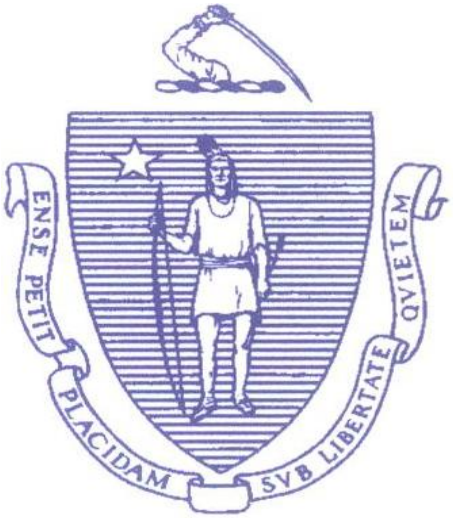
Statewide

Family Support Directory



Commonwealth of Massachusetts

Department of Developmental Services

Jane F. Ryder
Commissioner

Updated
December 2022

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

1000 Washington Street, Boston, MA 02118
(617) 727-5608; Toll Free: (888) 367-4435
Website: www.mass.gov/dds
Jane Ryder, Commissioner
Elizabeth Morse, Deputy Commissioner
Janet George, Assistant Commissioner, Policy, Planning & Children's Services
Elizabeth Sandblom, Deputy Assistant Commissioner, Operations
Ellen Kilicarslan, Statewide Director of Family Support
ellen.kilicarslan@mass.gov

Central/West Region

140 High Street, Springfield, MA 01105
(413) 205-0800; Toll Free: (800) 328-3123
Anthony Keane, Regional Director
Teryl Smith, Community Systems Director
Ingrid Flory, Director of Family Support
Ingrid.flory@mass.gov

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@mass.gov

Northeast Region

Hogan Regional Center, PO Box A, Hathorne, MA 01937
(978) 774-5000
Kelly Lawless, Regional Director
Karen McDonald, Community Systems Director
Rebecca Anderson, Director of Family Support
Rebecca.Hogan@mass.gov

Southeast Region

151 Campanelli Drive
Middleboro, MA 02346
(508)-866-5000
Rick O'Meara, Regional Director
Colleen Mulligan, Community Systems Director
Shannon Hubley, Director of Family Support
Shannon.Hubley@mass.gov

DDS Central/West Region
Area Offices

Berkshire

333 East Street, 5th Floor, Pittsfield, MA 01201
(413) 447-7381
Melissa Guyer, Area Director

Adams	Gr Barrington	Mt Washington	Savoy
Alford	Hancock	New Ashford	Sheffield
Ashley Falls	Hinsdale	New Marlboro	Stockbridge
Becket	Housatonic	North Adams	Tyringham
Cheshire	Lanesboro	Otis	Washington
Clarksburg	Lee	Peru	W Stockbridge
Dalton	Lenox	Pittsfield	Williamstown
Egremont	Monroe	Richmond	Windsor
Florida	Monterey	Sandisfield	

Franklin/Hampshire

One Roundhouse Plaza
Northampton, MA 01060
(413) 586-4948
Keri Purcell, Area Director

Amherst	Erving	Millers Falls	Shelburne
Ashfield	Gill	Montague	Shutesbury
Athol	Goshen	New Salem	South
Bernardston	Greenfield	Northampton	Sunderland
Buckland	Hadley	Northfield	Turners Falls
Charlemont	Hatfield	Orange	Warwick
Chesterfield	Hawley	Pelham	Wendell
Colrain	Heath	Petersham	Westhampton
Conway	Leeds	Phillipston	Whately
Cummington	Leverett	Plainfield	Williamsburg
Deerfield	Leyden	Rowe	Worthington
Easthampton	Middlefield	Royalston	

Holyoke/Chicopee

113 Hampden Street, Holyoke, MA 01040
(413) 535-1022
Eliana Clinton, Area Director

Belchertown	Holyoke	South Hadley	Ware
Bondsville	Ludlow	Southampton	
Chicopee	Monson	Thorndike	
Granby	Palmer	Three Rivers	

North Central

49 Nursery Lane, Fitchburg, MA 01420
(978) 342-2140
Sharon Brown, Area Director

Ashburnham	Fitchburg	Leominster	Shirley
Ashby	Gardner	Lunenburg	Sterling
Ayer	Groton	New Braintree	Templeton
Barre	Hardwick	Oakham	Townsend
Berlin	Harvard	Pepperell	Westminster
Bolton	Hubbardston	Princeton	Winchendon
Clinton	Lancaster	Rutland	

South Valley

1 North Street, Southbridge, MA 01550
(508) 764-0751
Michelle Barrett, Acting Area Director

Bellingham	Grafton	North Oxford	Uxbridge
Blackstone	Holland	North Uxbridge	W Brookfield
Brimfield	Hopedale	Northbridge	Wales
Brookfield	Medway	Oxford	Warren
Charlton	Mendon	South Grafton	Webster
Charlton Depot	Milford	Southbridge	W. Millbury
Douglas	Millbury	Spencer	W. Warren
Dudley	Millville	Sturbridge	Whitinsville
E. Brookfield	N. Brookfield	Sutton	
Franklin	North Grafton	Upton	

Springfield/Westfield

436 Dwight Street, Suite 205
Springfield, MA 01103
(413) 784-1339; (800) 370-8525
Elaine Baillargeon, Area Director

Agawam	Granville	Montgomery	W. Springfield
Blandford	Hampden	Russell	Westfield
Chester	Huntington	Southwick	Wilbraham
E Longmeadow	Indian Orchard	Springfield	
Feeding Hills	Longmeadow	Tolland	

Worcester

324 Clark St, Rear, Worcester, MA 01608
(508) 792-6200
Denise Haley, Area Director

Auburn Boylston	Holden Leicester	Paxton Shrewsbury	West Boylston Worcester	

DDS Metro Region
Area Offices

Greater Boston				Charles River West
65 Sprague Street Hyde Park, MA 02136 (617) 363-2900 Kaitlyn Spencer, Area Director				465 Waverly Oaks Road, Suite 120 Waltham, MA 02452 (617) 623-5950 Joan Thompson, Area Director
Allston Beacon Hill Boston Brighton Brookline Charlestown	Chelsea Chinatown Dorchester Downtown Crossing East Boston Hyde Park	Jamaica Plain Mattapan North Dorchester North End Revere Roslindale	Roxbury South Boston South End West Roxbury Winthrop	Belmont Cambridge Somerville Waltham Watertown
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 Jane Fuller, Area Director
Ashland Dover Framingham Holliston	Hopkinton Hudson Marlboro Natick	Northborough Sherborn Southborough Sudbury	Wayland Westborough	Canton Dedham Foxboro Medfield Millis Needham Newton Norfolk Norwood Plainville Sharon Walpole Wellesley Weston Westwood 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 Arlington Bedford Boxboro	Burlington Carlisle Concord Lexington	Lincoln Littleton Maynard Stowe	Wilmington Winchester Woburn	Billerica Chelmsford Dracut Dunstable Lowell Tewksbury Tyngsboro Westford
Merrimack Valley				**Metro North**
280 Merrimack Street, 2nd floor, Lawrence, MA 01843 (978) 521-9432 Michelle Vercellone, Area Director				200 Harvard Mill Sq., Suite.410, Wakefield, MA 01880 (781) 338-2300 Bonnie Hungler, Area Director
Amesbury Andover Boxford Georgetown	Groveland Haverhill Lawrence Merrimac	Methuen Newbury Newburyport North Andover	Rowley Salisbury West Newbury	Everett Lynnfield Malden Medford Melrose North Reading Reading Saugus Stoneham Wakefield
North Shore				
100 Cummings Center, Suite 419E, 181 Eliot Street, Beverly, MA 01915 (978) 927-2727 Jennifer Killeen, Area Director				
Beverly Danvers	Hamilton Hathorne	Manchester Marblehead	Peabody Rockport	Swampscott 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 3rd Floor Brockton, MA 02301 (774) 296-6090 Beth Moran Liuzzo, Area Director	181 North Street Hyannis, MA 02601 (508) 771-2595 Jennifer Jensen, 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 Kelly McNaughton, 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 Lisa Saba, Area Director	220R Forbes Road Braintree, MA 02184 (781) 356-8850 Stephen Abreu, Area Director
Carver Duxbury Halifax Hanover Hanson Kingston Marshfield Pembroke Plymouth Plympton	Braintree Cohasett Hingham Hull Milton Norwell Quincy Randolph Scituate Weymouth
Taunton/Attleboro	
21 Spring Street Taunton, MA 02780 (508) 824-0614 Danielle Desrosiers, 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 living at home 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. Centers are expected to engage in outreach to connect with families and to be able to 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:

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 1:1 meeting at a variety of locations.
- Staff can assist families with the eligibility process for DDS services.
- Use of technology to provide a variety of ways to share information with families.
- A “library” of resources on a range of relevant topical areas available for families to access.

NAVIGATION SERVICES

Comprehensive and individualized information, guidance, and support provided to families to help address their needs, connect them to potential resources, assist with problem-solving, and support them to navigate the service system. The level of involvement with each family will vary based on the needs of the individual and family. Some families may require longer term and higher level of outreach and service navigation, and in these situations a referral is required by the Area Office.

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.

INDIVIDUAL & SMALL GROUP CONSULTATIONS

Opportunities to collaborate with local professionals to provide individual or small group consultations to families to help address common complex issues that arise. For example, IEP clinics or consultation with an education advocate or behavioral specialists.

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.

NETWORKING, MENTORING & SUPPORT GROUPS

Promotion of parent networking and mentoring, including parent support groups, parent connections (1:1 matching), sibling support opportunities, and parental involvement in leading activities, etc.

SOCIAL & RECREATIONAL ACTIVITIES

Offer a variety of social and recreational activities to support relationship building between individuals and families with an emphasis on inclusive experiences and opportunities.

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 Family Support Guidelines and Program Manual, January 2019.

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:	877 South Street, Pittsfield, MA 01201
Phone:	(413) 464-7262 ext. 103
Contact:	Nancy Willey
Email:	shaeker@bcarc.org
Website:	www.bcarc.org

UCP of Western Massachusetts (2 sites)

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

Franklin/Hampshire Area

Pathlight

Center Name:	Family Empowerment – Hampshire County
Address:	41 Russell Street, Hadley, MA 01035
Phone:	(413) 585-8010
Contact:	Michelle Mendes
Email:	Michelle.Mendes@Pathlighthgroup.org
Website:	www.family-empowerment.org

Pathlight

Center Name:	Family Empowerment - Franklin County
Address:	101 Munson Street Greenfield Ma
Phone:	413-585-1080
Contact:	Michelle Mendes
Email:	Michelle.Mendes@Pathlighthgroup.org
Website:	www.family-empowerment.org

Seven Hills (North Quabbin FSC)

Center Name:	Family Support Center of North Quabbin
Address:	2280 Main Street, Athol
Phone:	508-826-4003
Contact:	Linda Wilson
Email:	Liwilson@sevenhills.org
Website:	www.sevenhills.org/familysupport:

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) 602-8711
Contacts:	Joseph Escribano
Email:	jescribano@sevenhills.org
Website:	www.sevenhills.org/familysupport

LUK, Inc (2 sites) **Cultural/Linguistic Family Support Center**

Center Name:	Families Connected Center
Address:	99 Day St, Fitchburg, MA 01420
Phone:	978-829-2345
Contact:	Jenny Perez Parker
Email:	jparker@luk.org
Website:	www.luk.org
Specific Ethnic/Linguistic Group:	Multicultural families

Center Name:	Spanish American Center, Inc.
Address:	112 Spruce Street, Leominster, MA 01453
Phone:	978-534-3145
Contact:	Neddy Latimer
Email:	neddy_latimer@spanishamericancenter.org.
Website:	www.spanishamericancenter.org

South Valley Area

Open Sky

Name:	Blackstone Valley Family Support Center
Address:	70 Douglas Rd Whitinsville Ma, 01588
Phone:	508 266-6560
Contact:	Jennifer MacNeill
Email:	familysupportcenter@openskycs.org
Website:	www.Openskycs.org

Seven Hills Family Services

Center Name:	Family Support Center of South Valley
Address:	208 Charlton Road, Sturbridge, MA 01566
Phone:	774-241-2500
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 **Cultural/Linguistic Family Support Center**

Center Name:	New North Family Support Center
Address:	German Gerena Community School, 3012 Main St. Springfield, MA 01107
Phone:	(413) 731-3110
Contact:	Iris Hernandez
Email:	ihernandez@newnorthcc.org
Website:	www.newnorthcc.org/family-services
Specific Ethnic/Linguistic Group:	Multicultural families

Multicultural Community Services **Cultural/Linguistic Family Support Center**

Center Name	S.O.S. Family Support Center
Address	505 E. Columbus Ave. Springfield, MA 01105
Phone:	(413) 301-7390
Contact:	Isabel Castro
Email:	isabelcastro@mcsnet.org
Website:	www.mcsnet.org
Specific Ethnic/Linguistic Group:	Ethnically diverse families in the Springfield Area

Worcester Area

THRIVE Support & Advocacy

Center Name:	Thrive Support and Advocacy
Address:	100 Grove Street, Suite 108, Worcester, MA 01605
Phone:	(774) 703-3033
Contacts:	Mike Diggins, Director of Family Supports
Email:	mdiggins@icanthrive.org
Website:	www.icanthrive.org

Centro **Cultural/Linguistic Family Support Center**

Center Name:	Worcester Multicultural Family Support Center
Address:	11 Sycamore Street, Worcester, MA 01608
Phone:	(508) 798-1900 x 237
Contact:	Mayerling De la Rosa
Email:	mdelarosa@centroinc.org
Website:	www.centroinc.org
Specific Ethnic/Linguistic Group:	Multicultural Families

FAMILY SUPPORT CENTERS
Metro Region

Charles River West Area

Bridges Homeward (formerly CFCS)

Center Name:	Bridges Homeward
Address:	60 Gore Street, Cambridge, MA 02141
Phone:	(617) 876-4210 x 4259
Contact:	Brenda Beaton
Email:	Bbeaton@bridgeshomeward.org
Website:	www.bridgeshomeward.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:	Dawn Stas and Kathleen Flaherty
Email:	dstas@baycove.org kflaherty@baycove.org
Efax	(617) 979-8735 or familysupportfax@baycove.org
Website:	www.baycove.org

Vinfen

Center Name:	Vinfen Family Support Center
Address:	1208A VFW Parkway, Suite 201, West Roxbury, MA 02132
Phone:	(617) 562-4088; (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) 691-1600
Contact:	Emily DaSilva
Email:	fsc@workinc.org
Website:	www.workinc.org

Advocates — **Cultural/Linguistic Family Support Center**

Center Name:	Project Able
Address:	888 Washington Street Suite 102, Boston, MA 02111
Mailing Address:	1881 Worcester Road, Framingham, MA 01701
Phone:	(617) 988-8132
Contact:	Andy Law
Email:	alaw@advocates.org
Website:	www.advocates.org
Specific Ethnic/Linguistic Group:	Chinese and Vietnamese Families

Bay Cove — **Cultural/Linguistic Family Support Center**

Center Name:	New Nations Family Support Center
Address:	66 Canal St, Boston, MA 02114 5th floor
Phone:	(781) 584-9918
Contact:	Germain Jean Francois, Kathleen Flaherty
Email:	gjeanfrancois@baycove.org; kflaherty@baycove.org
Website:	www.baycove.org

Specific Ethnic/Linguistic Group: Haitian Families

FAMILY SUPPORT CENTERS

Metro Region

Greater Boston Area

Dimock Community Service Corp. **Cultural/Linguistic 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 Family Support Center**

Center Name:	Solidaridad
Address:	25 Beach Street, Dorchester, MA 02122
Phone:	(617) 691-1620
Contact:	Rosa Robledo
Email:	solidaridad@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:	(781) 781-1048
Contact:	Laurie Anastopoulos
Email:	lanastopoulos@charlesrivercenter.og
Website:	www.charlesrivercenter.org

Advocates **Cultural/Linguistic Family Support Center**

Center Name:	Advocates Intercultural Family Support Center
Address:	1881 Worcester Road, Framingham, MA 01701
Phone:	(508) 628-6679; (508) 628-6300
Contact:	Cara Friedman (774) 270-4682
Email:	cfriedman@advocates.org
Website:	www.advocates.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:	Laurie Anastopoulos
Email:	lanastopoulos@charlesrivercenter.org
Website:	www.charlesrivercenter.org

Lifeworks

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

Family Support Centers

Northeast Region

Central Middlesex Area

Riverside Community Care

Center Name: Riverside Family Support Center
Address: 6 Lincoln Knoll Lane, Suite 103, Burlington, MA 01803
Phone: (978) 655-3801
Contacts: Kristen D'Andrea; (781) 801-5247; kdandrea@riversidecc.org;
Rachel Fallon: (781)468-6060rfallon@riversidecc.org
Katie Davis (781) 801-5683; kdavis@riversidecc.org
Marie St.Louis-Hidalgo(781)747-8323 mstlouishidalgo@riversidecc.org
Website: www.riversidefamilysupport.org

Lowell Area

Seven Hills

Center Name: Greater Lowell Family Support Center
Address: 7 Technology Drive, Suite 103 ,Chelmsford, MA 01863
Phone: Office (978) 560-5751 Cell (351) 218-9115
Contact: Sandra Tineo
Email: stineo@sevenhills.org
Website: www.sevenhills.org

Cambodian Mutual Assistance Association of Greater Lowell

Cultural/Linguistic Family Support Center

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

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

The Arc of Greater Haverhill/Newburyport

Center Name: Greater Haverhill/Newburyport Family Support Center
Address: 4 Winter Street, Suite D, Newburyport, MA 01950
57 Wingate Street, Suite 301, Haverhill, MA 01832
Phone: (978) 373-0552, x 211
Contact: Andrea Morris
Email: andrea.morris@thearcofghn.org

Metro North Area

Communitas

Center Name:	Communitas 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:	judysantamaria@communitasma.org
Website:	www.communitasma.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
Website:	www.ne-arc.org

Bridgewell — Cultural/Linguistic Family Support Center

Center Name:	Bridgewell Family Support Center
Address:	66 Silsbee Street, Lynn, MA 01901
Phone:	(339) 883-1761(office); (978) 595-3539 (mobile/text messages)
Contact:	Judith G. Doherty
Email:	jdoherty@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:	Nelson Cordeiro
Email:	ncordeiro@brocktonarc.net
Website:	www.brocktonareaarc.org

Cape Cod and the Islands Area

Kennedy-Donovan Center

Center Name:	Kennedy-Donovan Center
Address:	30 Ansel Hallett Road, West Yarmouth, MA 02664
Phone:	(508) 385- 6019
Contact:	Nicole Pereira
Email:	npereira@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:	Angela Knapp x 249
Email:	aknapp@mvcommunityservices.org
Website:	www.mvcommunityservices.org

Fall River Area

People Inc.

Center Name:	Family Support Center
Address:	4 South Main Street, Fall River, MA 02721
Phone:	(508) 672-5671
Contact:	Joy Harrington (774) 627-2532
Email:	jharrington@peopleinc-fr.org
Website:	www.peopleinc-fr.org

New Bedford Area

Better Community Living

Center Name:	Family Support Center
Address:	5 Ventura Drive, Dartmouth, MA 02747
Phone:	(508) 999-4300, x 155
Contact:	Cathy Tremblay
Email:	cathy_tremblay@bettercommunity.com

Website: www.bettercommunity.com

FAMILY SUPPORT CENTERS

Southeast Region

Plymouth Area

Plymouth County Family Support Inc.

Center Name: Family Support Center
Address: 118 Long Pond Road #100, Plymouth, MA 02360
Phone: (508) 927-4520
Contact: Jessica Gonsalves
Email: jessicag@pcfamilysupport.org
Website: www.pcfamilysupport.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, x 11
Email: rmccorkle@soshoresupport.org
Website: www.southshoresupportservices.com

Taunton/Attleboro Area

The Arc of Bristol County

Center Name: The Arc of Bristol County Family Support Center
Address: 141 Park Street, Attleboro, MA 02703
Phone: (508) 226-1445
Contact: Kelly Ledoux
Email: kledoux@arcnbc.org
Website: www.arcnbc.org

Autism Support Centers

There are 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
- Training for Individuals and Families
- 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: HMEA's Autism Resource Central (services for children and adults)

Address: 712 Plantation Street, Worcester, MA 01605
Phone: (508) 835-4278
Contact: Kris Cariglia
Email: autism@hmea.org; kcariglia@hmea.org
Website: www.autismresourcecentral.org
Services for children & adults

West

Pathlight: Autism Connections (services for children and adults)

Addresses (3 locations): 11 Village Hill Road, Northampton, MA 01060
101 Munson Street, Greenfield MA 01301
75 South Church Street, Pittsfield MA 01201
Phones: (413) 585-8010 (for Hadley or Greenfield)
(413) 443-4780 (for Pittsfield)
Contact: Kansas Brown
Email: kansas.brown@pathlightgroup.org
Website: www.autismconnectionsma.org

Autism Support Centers

Metro Region

Advocates, Inc./ Autism Alliance of Metrowest (services for children)
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

Vinfen/Autism Support Center (services for children)
Address: 1208A VFW Parkway, Suite 201, W. Roxbury MA 02333
Phone: (617) 206-5902 or (617) 562-4094
Contact: Patricia Middelmann or Sethany Griffin
Email: middelmannp@vinfen.org or griffins@vinfen.org
Website: Autism Support Center | Vinfen Corporation
Serving: Greater Boston including but not limited to: Cambridge, Chelsea, East Boston, Malden, Revere, Somerville, Waltham, Watertown, and Winthrop

Lifeworks/Autism Support Center (services for children and adults)
Address: 789 Clapboardtree Street, Westwood, MA 02090
Phone: (781) 762-4001
Contact: Brian Clark, Director
Email: bclark@lifeworksarc.org
Website: http://www.arcsouthnorfolk.org/family-autism-center.html
Serving: Norfolk County Area

Northeast Region

Northeast Arc/The Autism Support Center (services for children)
Address: 6 Southside Road, Danvers, MA 01923
Phone: (978) 777-9135
Contact: Nancy Lucier, Program Director/Gloria Castillo, Autism Program Dir.
Email: nalucier@ne-arc.org, gcastillo@ne-arc.org
Website: https://ne-arc.org/services/autism-and-specialty-aba-services/autism-support-center

Northeast Arc/Adult Autism Support Center (services for adults)
Address: 6 Southside Road, Danvers MA 01923
Phone: (978) 624-2380
Contact: Sarah Wilsey, Clinical Program Manager
Email: swilsey@ne-arc.org
Website https://ne-arc.org/services/autism-and-specialty-aba-services/adult-autism-support-center

Southeast Region

Community Autism Resources (services for children)

Swansea Site:

Address: 33 James Reynolds Road, Unit C, Swansea, MA 02777
Phone: (508) 379-0371 / (800) 588-9239

Bridgewater Site:

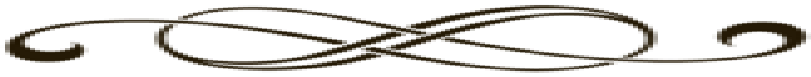
Address: 120 Main Street, 2nd Floor, Bridgewater, MA 023244
Phone: (508) 807-4930
Contact: Barbara Domingue
Email: Barbaradomingue@community-autism-resources.com
Contact: Patricia Leonard-Toomey
Email: patriciatoomey@community-autism-resources.com
Website: www.community-autism-resources.org or www.community-autism-resources.com

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 (9 to 18 months on average) 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:	505 E. Columbus Ave. Springfield, MA 01105
Phone:	(413) 301-7390
Contact:	Isabel Castro
Email:	isabelcastro@mcsnet.org

Metro Region

HMEA

Program Name:	Home First
Address:	8 Forge Park East Franklin, MA 02038
Phone:	(508) 298-1613
Contact:	Sory DeOliveira
Email:	sdeoliveira@hmea.org
Contact:	Karen Bean
Phone:	(508) 298-1612
Email:	kbean@hmea.org
Website:	www.hmea.org
Languages Spoken:	English. Portuguese, Spanish

Northeast Region

Lifelinks, Inc.

Program Name:	The Northeast Region Medically Complex Program
Address:	4 Omni Way, Chelmsford, MA 01824
Phone:	978-349-3005
Contact:	Kelly Trickett; (978) 349-3005
Email:	ktrickett@lifelinksinc.net
Website:	www.lifelinksinc.net

Southeast Region

The Nemasket Group

Program Name:	Southeast Medically Complex Program
Address:	109 Fairhaven Road, Mattapoisett, MA 02739
Contact:	Sandra Heller
Phone:	(508) 999-4436
Email:	sandykinney@nemasketgroup.org
Website:	www.nemasketgroup.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

Multicultural Community Services

Contact:	Haran Phaneuf, Regional Coordinator - Central
Phone:	Office: (413) 782-2500 Cell: (602) 790-4657
Email:	haranphaneuf@mcsnet.org
Website:	www.mcsnet.org or www.massfamilies.org

West

Multicultural Community Services

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

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:	Maryann Welch Regional Coordinator- Northeast
Phone:	(781) 645-9577
Email:	mawelch@riversidecc.org
Website:	www.riversidecc.org

Southeast Region

The Nemasket Group

Contact:	Karen Claudio, Regional Coordinator - Southeast
Phone:	(508) 999-4436
Email:	KarenClaudio@nemasketgroup.org
Website:	www.nemasketgroup.org

Information about the Family Leadership Series, including dates and registration information, can also be found at https://massfamilies.org/training/family-leadership-series/
Phone: 774-855-6001; Email: hello@massfamilies.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
Mass Families	(800) 406-3632	www.massfamilies.org
MASS- MA Advocates Standing Strong	(866) 426-2253	www.wearemass.org
MASS 2-1-1	(877) 211-MASS	www.mass211.org
Massachusetts Family Voices……	(800) 331-0688 x 301…	www.massfamilyvoices.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
Spina Bifida Association of Greater New England	(888) 479-1900……	www.sbagreaterne.org
Pathways to Friendships: Widening the Circle……		https://thearcofmass.org/friendship

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

Terina Mulero

140 High Street
Springfield, MA 01105

Intake Line: (413) 205-0940

Fax: (413) 205-1603

DDS Metro Region

Anthony Mavilia

465 Waverley Oaks Road, Suite 120

Waltham, MA 02452

Intake Line: (781) 314-7513

Fax Number: (781) 314-753

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