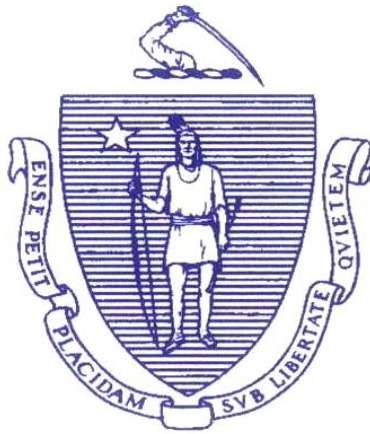


Statewide Family Support Directory



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. 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

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

Berkshire				Franklin/Hampshire			
333 East Street, 5 th 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	
Holyoke/Chicopee				North Central			
88 Front Street, 1 st 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	
South Valley							
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	
Springfield/Westfield				Worcester			
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			
Beacon Hill	Chinatown	Mattapan	South Boston	Cambridge			
Boston	Dorchester	North Dorchester	South End	Somerville			
Brighton	Downtown Crossing	North End	West Roxbury	Waltham			
Brookline	East Boston	Revere	Winthrop	Watertown			
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 nd 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

Brockton				Cape Cod/Islands			
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
Fall River				New Bedford			
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 Mattapoisset	New Bedford Rochester Wareham	
Plymouth				South Coastal			
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
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. 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
Website: 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
Website: 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
Website: 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
Website: 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
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, x1006
Contact: Martha Lewin
Email: marthalewin@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
Alysia Pfeifle
Maya Ford
Email: gbernard@sevenhills.org
apfeifle@sevenhills.org
mford@sevenhills.org
Website: 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
Website: www.centrolasamericas.org
Specific Ethnic/Linguistic Group: Multicultural families

South Valley Area

Kennedy Donovan Center

Center Name: Kennedy Donovan Center
Address: 171 Main Street. 3rd floor, Milford, MA 01757
Phone: (508) 473-5700
Contacts: Michael Bailey
Marty Schneier
Email: m Bailey@kdc.org
mschneier@kdc.org
Website: 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
kholstrom@sevenhills.org
kliss@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: Michael Romanovitch
Email: michaelro@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: Caroline Wenck
Email: caroline.wenck@scan360.org
mholland@newnorthcc.org
Website: 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 2nd Floor, Springfield, MA 01109
Phone: (413) 731-3110
Contact: Caroline Wenck
Email: caroline.wenck@scan360.org
Website: 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
tlawton@sevenhills.org
Website: 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: Viviana Alzate-Catano
Email: valzate@centrolasamericas.org
Website: 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
Website: www.helpfamiles.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
Website: 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
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: **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
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
Website: 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
Website: 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
Website: 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
Website: 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
Website: 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 Kilicarlan
Email: ekilicarlan@charlesrivercenter.org
Website: 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
Website: 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
kdandrea@riversidecc.org
pdevits@riversidecc.org
Website: 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
Contact: Amy Young
Email: ayoung@lifelinksinc.net
Website: 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
Email: bchen@cmaalowell.org
Website: 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;
Website: 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
Website: 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
Website: 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
Website: 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
Contact: Laura Griswold
Email: lgriswold@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
Contact: Sharon Clauss-Zanger
Email: sclauss-zanger@mvcommunityservices.com
Website: 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
Contact: Jenny DiBlasi
Email: JDiblasi@Peopleinc-fr.org
Website: 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
Contact: Emily Nisenbaum
Email: emilynisenbaum@nemasketgroup.org
Website: 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
Contact: Kristine Scigliano, x16
Email: Kristines@thearcofgp.org
Website: 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
Contact: Fatima Baptista
Email: 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
Contact: Renee McCorkle
Email: rmccorkle@soshoresupport.org
Website: 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
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
Contact: Mary Ann Mills-Lassiter
Email: mmills-lassiter@bamsi.org
Contact: Sharon Craig
Email: scraig@bamsi.org
Email: familysupportcenter@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 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; sloring@hmea.org
Website: 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

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
Website: 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
Website: 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
Website: 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
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
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
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 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

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

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
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) 251-0610 x3039
Contact: Eileen Lee
Email: elee@lifelinksinc.net
Contact: Amy Young, Program Manager
Email: ayoung@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
Phone: (508) 990-9938; (781) 878-4074
Contact: Trina Bigham; Gail Mackler
Email: tbigham@bamsi.org; gmackler@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: Anne Hurst, Regional Coordinator- Central
Phone: (978) 297-2240
Email: fl@hmea.org
Website: www.hmea.org

West

Multicultural Community Services

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

Metro Region

Riverside Community Care

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

Northeast Region

Riverside Community Care

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

Southeast Region

The Nemasket Group

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

Information about the Family Leadership Series, including dates and registration information, can also be found at www.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/
Best Buddies	(866) 332-8339.....	www.bestbuddiesma.org
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 w/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
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
MA Sibling Support Network	(617) 807-0558.....	info@masiblingsupport.org
New England INDEX	(800) 642-0249.....	www.disabilityinfo.org
Real Friends Project.....		www.arcmass.org/ProgramsatTheArc/RealFriends.aspx
Special Olympics.....	(508) 485-0986.....	www.specialolympicsma.org