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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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
Jane Ryder, Deputy Commissioner
Janet George, Assistant Commissioner, Policy, Planning & Children’s Services
Margaret Van Gelder, Statewide Director of Family Support
Margaret.van.gelder@state.ma.us

Central/West Region
140 High Street, Springfield, MA 01105
(413) 205-0800; Toll Free: (800) 328-3123
Dan Lunden, Regional Director
Sue Banks, Community Systems Director
Ingrid Flory, Director of Family Support
ingrid.flory@state.ma.us

Metro Region
465 Waverley Oaks Road, Suite 120, Waltham, MA 02452
(781) 314-7500
Gail Gillespie, Regional Director
Roberta Lewonis, Community Systems Director
Kristen O’Melia, Director of Family Support
Kristen.omelia@state.ma.us

Northeast Region
Hogan Regional Center, PO Box A, Hathorne, MA 01937
(978) 774-5000
Kelly Lawless, Regional Director
Karen McDonald, Community Systems Director
Amy Nazaire, Director of Family Support
Amy.naziare@state.ma.us

Southeast Region
151 Campanelli Drive
Middleboro, MA 02346
(508)-866-5000
Rick O’Meara, Regional Director
Lisa Saba, Community Systems Director
Lisa.saba@state.ma.us
OPEN, Director of Family Support
<table>
<thead>
<tr>
<th>Berkshire</th>
<th>Franklin/Hampshire</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>333 East Street, 5th Floor, Pittsfield, MA 01201</strong> (413) 447-7381</td>
<td><strong>One Roundhouse Plaza, Northampton, MA 01060</strong> (413) 586-4948</td>
</tr>
<tr>
<td>Melissa Guyer, Area Director</td>
<td>Teryl Smith, Area Director</td>
</tr>
<tr>
<td>Adams</td>
<td>Gr Barrington</td>
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<tr>
<td>Alford</td>
<td>Hancock</td>
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<tr>
<td>Ashley Falls</td>
<td>Hinsdale</td>
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<tr>
<td>Becket</td>
<td>Housatonic</td>
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<tr>
<td>Cheshire</td>
<td>Lanesboro</td>
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<tr>
<td>Clarksburg</td>
<td>Lee</td>
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<tr>
<td>Dalton</td>
<td>Lenox</td>
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<tr>
<td>Egremont</td>
<td>Monroe</td>
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<tr>
<td>Florida</td>
<td>Monterey</td>
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**Holyoke/Chicopee**

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<tbody>
<tr>
<td><strong>88 Front Street, 1st Floor, Holyoke, MA 01040</strong> (413) 535-1022</td>
<td><strong>435 Main Street, Fitchburg, MA 01420</strong> (978) 342-2140</td>
</tr>
<tr>
<td>Bruce Brewer, Area Director</td>
<td>Michelle Harris, Area Director</td>
</tr>
<tr>
<td>Belchertown</td>
<td>Holyoke</td>
</tr>
<tr>
<td>Bondsville</td>
<td>Ludlow</td>
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<tr>
<td>Chicopee</td>
<td>Monson</td>
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<td>Granby</td>
<td>Palmer</td>
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**South Valley**

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<tr>
<th>Berkshire</th>
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<tr>
<td><strong>Milford Office</strong> 194 West Street #9, Milford, MA 01757 (508) 634-3345</td>
<td><strong>Southbridge Office</strong> 1 North Street, Southbridge, MA 01550 (508) 764-0751</td>
</tr>
<tr>
<td>Lynda Moore, Area Director</td>
<td>Lynda Moore, Area Director</td>
</tr>
<tr>
<td>Bellingham</td>
<td>Hopedale</td>
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<tr>
<td>Blackstone</td>
<td>Medway</td>
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<tr>
<td>Douglas</td>
<td>Mendon</td>
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<tr>
<td>Franklin</td>
<td>Milford</td>
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<tr>
<td>Grafton</td>
<td>Millbury</td>
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**Springfield/Westfield**

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<thead>
<tr>
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<tr>
<td><strong>436 Dwight Street, Suite 205, Springfield, MA 01103</strong> (413) 784-1393; (800) 370-8525</td>
<td><strong>24 Southbridge Street, Worcester, MA 01608</strong> (508) 792-6200</td>
</tr>
<tr>
<td>Dan Donermeyer, Area Director</td>
<td>David Kent, Area Director</td>
</tr>
<tr>
<td>Agawam</td>
<td>Granville</td>
</tr>
<tr>
<td>Blandford</td>
<td>Hampden</td>
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<tr>
<td>Chester</td>
<td>Huntington</td>
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<td>E Longmeadow</td>
<td>Feeding Hills</td>
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**Worcester**

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**Other Areas**

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**Contact Information**

- **DSS Central/West Region**
- **Area Offices**
- **Berkshire**
- **Franklin/Hampshire**
- **Holyoke/Chicopee**
- **North Central**
- **South Valley**
- **Springfield/Westfield**
- **Worcester**
### DDS Metro Region
#### Area Offices

<table>
<thead>
<tr>
<th>Greater Boston</th>
<th>Charles River West</th>
</tr>
</thead>
</table>
| **65 Sprague Street** Hyde Park, MA  02136  
(617) 363-2900  
Liz Sandblom, Area Director | **255 Elm Street Suite 205** Somerville, MA  02144  
(617) 623-5950  
Joan Thompson, Area Director |
| Allston Chelsea Jamaica Plain Roxbury  
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  
| Belmont Cambridge Somerville  
Waltham Watertown |

### Middlesex West

| **300 Howard Street Framingham, MA  01702**  
(508) 861-2211  
Deborah Johnson, Area Director | **Newton/South Norfolk**  
125 West Street Walpole, MA  02081  
(508) 668-3679  
Pat Lessard, Area Director |
|---|---|
| Ashland Hopkinton Northborough Wayland  
Dover Hudson Sherborn Westborough  
Framingham Marlboro Southborough  
Holliston Natick Sudbury  
| Canton Millis Norwood Wellesley  
Dedham Needham Plainville Weston  
Foxboro Newton Sharon Westwood  
Medfield Norfolk Walpole Wrentham |

### DDS Northeast Region
#### Area Offices

<table>
<thead>
<tr>
<th><strong>Central Middlesex</strong></th>
<th><strong>Lowell</strong></th>
</tr>
</thead>
</table>
| **35 Nagog Park, Suite 2000, Acton, MA 01720**  
(978) 206-2050  
LynnLee Jordan, Area Director | **325 Chelmsford Street, Lowell, MA  01851**  
(978) 322-4300  
Tom Marshall, Area Director |
| Acton Burlington Lincoln Wilmington Winchester  
Arlington Carlisle Littleton Rowley  
Bedford Concord Maynard Woburn  
Boxboro Lexington Stowe  
| Billerica Dracut Lowell Tewksbury Tyngsboro  
Chelmsford Dunstable Westford  
|---|---|

### Merrimack Valley

| **280 Merrimack Street, 2nd floor, Lawrence, MA  01843**  
(978) 521-9432  
Michelle Vercellone, Area Director | **Metro North** |
|---|---|
| Amesbury Groveland Methuen Rowley  
Andover Haverhill Newbury Salisbury  
Boxford Lawrence Newburyport West Newbury  
Georgetown Merrimac North Andover  
| Everett Medford Reading Wakefield  
Lynnfield Melrose Saugus  
Maiden North Reading Stoneham |

### North Shore

| **100 Cummings Center, Suite 150 B, 181 Elliot Street, Beverly, MA  01915**  
(978) 927-2727  
Tom Marshall, Acting Area Director |---|
| Beverly Hamilton Manchester Marblehead Middleton  
Danvers Hathorne Marblehead Nahant  
Essex Ipswich Middlesex Peabody  
Gloucester Lynn North Reading Swampscott  
| Peabody Rockport Salem South Hamilton Swampscott  
Rockport Salem South Hamilton Topsfield  
Saugus Woburn Wenham  
Stoneham West Newbury West Lynn  
Woburn  
|---|---|
## DDS Southeast Region

### Area Offices

<table>
<thead>
<tr>
<th>Brockton</th>
<th>Cape Cod/Islands</th>
</tr>
</thead>
</table>
| 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  
Rick Cavicchi, Area Director |
| Abington  
Avon  
Bridgewater  
Brockton | Barnstable  
Bourne  
Brewster  
Chatham  
Chilmark  
Dennis |
| E Bridgewater  
Easton  
Holbrook  
Rockland | Stoughton  
W Bridgewater  
Whitman |
| New Bedford |  
| 1740 Purchase Street  
New Bedford, MA 02740  
(508) 992-1848 |
| Dana Roszkiewicz, Area Director | Elizabeth Duffy, Area Director |
| Fall River | South Coastal |
| 1 Father DeValles Boulevard Unit 3  
Fall River, MA 02723  
(508) 730-1209 | Acushnet  
Dartmouth  
Fairhaven  
Gosnold  
Marion  
Mattapoisett  
New Bedford  
Quincy  
Randolph  
Scituate  
Weymouth |
| Freetown  
Somerset  
Swansea  
Westport | Fall River  
| Casey Seaman, Area Director | Colleen Mulligan, Area Director |
| Plymouth | Taunton/Attleboro |
| 38 Industrial Park Road  
Plymouth, MA 02360  
(508) 732-5700 | 220R Forbes Road  
Braintree, MA 02184  
(781) 356-8850 |
| Casey Seaman, Area Director | Barbara Curley, Area Director |
| Carver  
Duxbury  
Halifax  
Plymouth  
Pembroke  
Hanover  
Kingston | Braintree  
Cohasset  
Hingham  
Hull  
Milton  
Norwell |
| South Coastal | Taunton/Attleboro |
| 21 Spring Street  
Taunton, MA 02780  
(508) 824-0614 | Attleboro  
Berkley  
Dighton  
Lakeville  
Mansfield  
Middleboro  
North Attleboro  
Norton  
Raynham  
Rehoboth  
Seekonk  
Taunton |
Family Support Centers across the state provide a local presence and act as a hub for offering a wide range of general family support services and activities to families of children and adults who are eligible for DDS services. There is at least one Family Support Center in each DDS Area, with some Areas having more than one. Broad outreaches is the expectation for the centers and provide services to families from diverse cultural, ethnic and linguistic communities in the geographic area they are serving, which may involve creating partnerships with community organizations and other resources in order to provide culturally responsive services. Center staff are expected to be experts in generic resources and services in their respective areas and work with families to maximize natural supports. Centers are expected to encourage active family involvement and consultation to identify interests and needs in developing activities and service options.

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

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

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

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

**COMMUNITY CONNECTIONS & RESOURCES**
Foster community affiliations and connections to explore and maximize the use of natural and generic resources and other potential sources of funding.

**SERVICE NAVIGATION**
Comprehensive and individualized information, guidance, and support to families to address their needs, connect them to potential resources, assist with problem-solving, and help them navigate the service system. The level of involvement with each family will vary based on the needs of the individual and family. There are two types of Service Navigation:
- **Short-Term Service Navigation** The design is for families who will benefit from more individualized assistance for a period of time to obtain information, to receive assistance in accessing other services, or to receive guidance in addressing some specific problems. Development of an action plan with families occurs to focus on specific objectives.
- **Extended Service Navigation** The design is to provide ongoing support and coordination of services. Each Center has the capacity to provide Extended Service Navigation to an identified number of individuals/families. The Area Office must make referrals for this service, but the family, Family Support Center staff, or the Area Office can initiate the request. This service can also assist families to help plan and organize in-home supports they need to support their family member at home. Development of a Family Support Plan is an aid to remain focused on goals.

**ADMINISTRATION OF FLEXIBLE FUNDING**
The Department may provide individual, flexible funding allocations to families based on the priority of need of the family and available budget resources. This funding must be used for allowable supports, services, or goods as defined in the Department’s Addendum to the Family Support Guidelines and Procedures, January 2011.
FAMILY SUPPORT CENTERS
Following is a list of the Family Support Centers Across the State 
Organized by DDS Region and Area Office 
Central/West Region

Berkshire Area

Berkshire County Arc
Center Name: Berkshire County Arc Central &
Southern Berkshire County Family Support Center
Address: 395 South Street, Pittsfield, MA 01201
133 Quarry Hill Road, Lee, MA 01238
Phone: (413) 4647262 x22
Contact: Amy Robandt
Email: arobandt@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: Erin Landquist
Email: elandquist@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: Erin Landquist
Email: elandquist@ucpberkshire.org
Website: www.ucpberkshire.org

Franklin/Hampshire Area

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

The United Arc
Center Name: Franklin County Family Support Center
Address: 294 Avenue A, Turners Falls, MA 01376
Phone: (413) 774-5558 x1006
Contact: Martha Lewin
Email: marthalewin@unitedarc.org
Website: www.unitedarc.org

The United Arc
Center Name: North Quabbin Family Support Center-GAAFSN
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
<table>
<thead>
<tr>
<th>Region</th>
<th>Center Name</th>
<th>Address</th>
<th>Phone</th>
<th>Contact</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central/West Region</td>
<td>MCS Family Support Center</td>
<td>260 Westfield Road, Holyoke, MA 01040</td>
<td>(413) 534-3299</td>
<td>Karen Fletcher</td>
<td><a href="mailto:karenfletcher@mcsnet.org">karenfletcher@mcsnet.org</a></td>
<td><a href="http://www.mcsnet.org">www.mcsnet.org</a></td>
</tr>
<tr>
<td>North Central Area</td>
<td>Seven Hills Family Services</td>
<td>1460 John Fitch Highway, Fitchburg, MA 01402</td>
<td>(978) 632-4322</td>
<td>Gina Bernard: <a href="mailto:gbernard@sevenhills.org">gbernard@sevenhills.org</a>, Alysia Pfeifle: <a href="mailto:apfeifle@sevenhills.org">apfeifle@sevenhills.org</a>, Maya Ford: <a href="mailto:mford@sevenhills.org">mford@sevenhills.org</a>, Kathy Black: <a href="mailto:kblack@sevenhills.org">kblack@sevenhills.org</a>, Stephanie Kolehmainen: <a href="mailto:skolehmainen@sevenhills.org">skolehmainen@sevenhills.org</a></td>
<td><a href="http://www.sevenhills.org/familysupport">www.sevenhills.org/familysupport</a></td>
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<tr>
<td></td>
<td>Centro</td>
<td>437 Main Street, Fitchburg, MA 01420</td>
<td>(978) 343-5836</td>
<td>Sandra Tineo</td>
<td><a href="mailto:stineo@centroinc.org">stineo@centroinc.org</a></td>
<td><a href="http://www.centroinc.org">www.centroinc.org</a></td>
</tr>
<tr>
<td></td>
<td>Cultural/Linguistic-Specific Family Support Center</td>
<td>437 Main Street, Fitchburg, MA 01420</td>
<td>(978) 343-5836</td>
<td>Sandra Tineo</td>
<td><a href="mailto:stineo@centroinc.org">stineo@centroinc.org</a></td>
<td><a href="http://www.centroinc.org">www.centroinc.org</a></td>
</tr>
<tr>
<td>South Valley Area</td>
<td>Kennedy Donovan Center</td>
<td>171 Main Street, 3rd floor, Milford, MA 01757</td>
<td>(508) 473-5700</td>
<td>Anne Marie Rivers x202</td>
<td><a href="mailto:arivers@kdc.org">arivers@kdc.org</a></td>
<td><a href="http://www.kdc.org">www.kdc.org</a></td>
</tr>
<tr>
<td></td>
<td>Seven Hills Family Services</td>
<td>208 Charlton Road, Sturbridge, MA 01566</td>
<td>(508) 796-1950</td>
<td>Elizabeth Carroll: <a href="mailto:ecarroll@sevenhills.org">ecarroll@sevenhills.org</a>, Kim Holstrom: <a href="mailto:kholmstrom@sevenhills.org">kholmstrom@sevenhills.org</a>, Peggy O'Connell: <a href="mailto:poconnell@sevenhills.org">poconnell@sevenhills.org</a>, Jayne Bowler: <a href="mailto:jbowler@sevenhills.org">jbowler@sevenhills.org</a>, Ann Robbins: <a href="mailto:arobbins@sevenhills.org">arobbins@sevenhills.org</a></td>
<td><a href="http://www.sevenhills.org/familysupport">www.sevenhills.org/familysupport</a></td>
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</table>
Springfield/Westfield Area

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

New North Citizen’s Council, Inc
Center Name: New North Family Support Center
Address: 11 Wilbraham Road 2nd Floor, Springfield, MA 01109
Phone: (413) 731-3110
Contact: Caroline Wenck
Email: caroline.wenck@scan360.org
Website: www.scan360.org
Specific Ethnic/Linguistic Group: Multicultural families in urban Springfield

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; amorales@sevenhills.org
Taylor Lawton: tlawton@sevenhills.org
Sarah Cabrera: scabrerarodriguez@sevenhills.org
Website: www.sevenhills.org/familysupport

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

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

Greater Boston Area

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

**Vinfen**
Center Name: Vinfen Corp. DDS Family Support Center  
Address: 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: 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

**HAPHI**
Center Name: Haitian Family Support Center  
Address: 1603 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
### Greater Boston Area

<table>
<thead>
<tr>
<th>Center Name: Dimock Community Service Corp.</th>
<th>Cultural/Linguistic-Specific Family Support Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimock Family Support Center</td>
<td>Cultural/Linguistic-Specific Family Support Center</td>
</tr>
<tr>
<td>Address: 55 Dimock Street, Roxbury, MA 02119</td>
<td>Dimock Family Support Center</td>
</tr>
<tr>
<td>Phone: (617) 442-8800 ext.1204</td>
<td>Dimock Family Support Center</td>
</tr>
<tr>
<td>Contact: Tom Morris</td>
<td>Dimock Family Support Center</td>
</tr>
<tr>
<td>Email: <a href="mailto:tmorris@dimock.org">tmorris@dimock.org</a></td>
<td>Dimock Family Support Center</td>
</tr>
<tr>
<td>Website: <a href="http://www.dimockcenter.org">www.dimockcenter.org</a></td>
<td>Dimock Family Support Center</td>
</tr>
<tr>
<td>Specific Ethnic/Linguistic Group: African American/Multicultural Families</td>
<td>African American/Multicultural Families</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Center Name: Work Inc.</th>
<th>Cultural/Linguistic-Specific Family Support Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center Name: Solidaridad</td>
<td>Cultural/Linguistic-Specific Family Support Center</td>
</tr>
<tr>
<td>Address: 25 Beach Street, Dorchester, MA 02122</td>
<td>Solidaridad</td>
</tr>
<tr>
<td>Phone: (617) 691-1620</td>
<td>Solidaridad</td>
</tr>
<tr>
<td>Contact: Rosa Robledo</td>
<td>Solidaridad</td>
</tr>
<tr>
<td>Email: <a href="mailto:rrobledo@workinc.org">rrobledo@workinc.org</a></td>
<td>Solidaridad</td>
</tr>
<tr>
<td>Website: <a href="http://www.workinc.org">www.workinc.org</a></td>
<td>Solidaridad</td>
</tr>
<tr>
<td>Specific Ethnic/Linguistic Group: Latin American Families</td>
<td>Latin American Families</td>
</tr>
</tbody>
</table>

### Middlesex West Area

<table>
<thead>
<tr>
<th>Center Name: Charles River Center</th>
<th>Greater Marlboro Programs, Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charles River Center</td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
<tr>
<td>Address: 4 Strathmore Road, Natick, MA 01760</td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
<tr>
<td>Phone: 508-651-5914</td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
<tr>
<td>Contact: Jill Dec</td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
<tr>
<td>Email: <a href="mailto:jdec@charlesrivercenter.org">jdec@charlesrivercenter.org</a></td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
<tr>
<td>Website: <a href="http://www.charlesrivercenter.org">www.charlesrivercenter.org</a></td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Center Name: Greater Marlboro Programs, Inc.</th>
<th>Greater Marlboro Programs, Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greater Marlboro Programs, Inc.</td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
<tr>
<td>Address: 65 Boston Post Road West Suite 220 Marlborough, MA 01752</td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
<tr>
<td>Phone: (508) 485-4227 x1004</td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
<tr>
<td>Contact: Nanette Goldstein</td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
<tr>
<td>Email: <a href="mailto:nanette@gmpinc.org">nanette@gmpinc.org</a></td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
<tr>
<td>Website: <a href="http://www.gmpinc.org">www.gmpinc.org</a></td>
<td>Greater Marlboro Programs, Inc.</td>
</tr>
</tbody>
</table>
### Family Support Centers

#### 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  
Website: [www.charlesrivercenter.org](http://www.charlesrivercenter.org)  

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

Riverside Community Care
Center Name: Riverside Family Support Center
Address: 300 West Cummings Park, Suite 354, Woburn, MA 01801
Phone: (781) 801-5247
Contacts: Kristen D'Andrea; (781) 801-5247; kdandrea@riversidecc.org;
Ashley Shea (781) 686-7276; ashea@riversidecc.org
Kaley Stoner: (781) 686-6073; kstoner@riversidecc.org
Katie Davis (781) 801-5683; kdavis2@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
Website: www.lifelinksinc.net

Cambodian Mutual Assistance Association of Greater Lowell
Center Name: Monorom Family Support Program
Address: 465 School Street, Lowell, MA 01851
Phone: (978) 454-6200 ext.1026
Contact: Brian Chen
Email: bchen@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

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

FAMILY SUPPORT CENTERS
Northeast Region

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

Bridgewell
Center Name: Bridgewell Family Support Center
Address: 162 Boston Street, Lynn, MA 01904
Phone: (339) 883-1760
Contact: Nancy Marticio
Email: nmarticiobridgewell.org
Website: www.bridgewell.org

FAMILY SUPPORT CENTERS
Southeast Region

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

Cape Cod and the Islands Area
Kennedy-Donovan Center
Center Name: Kennedy-Donovan Center
Address: 32 Commercial Street, South Yarmouth, MA 02664
Phone: (508) 385-6019
Contact: Amanda Dana
Email: adana@kdc.org
Website: www.kdc.org

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

Fall River Area
People Inc.
Center Name: Family 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
Website: www.peopleinc-fr.org

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

FAMILY SUPPORT CENTERS
Southeast Region

Plymouth Area
The Arc of Greater Plymouth
Center Name: The Arc of Greater Plymouth
Address: 52 Armstrong Road, Plymouth, MA 02360
Phone: (508) 732-9292
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@advocates.org
Contact: Fatima Baptista
Email: fbaptista@advocates.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: Renee McCorkle
Email: rmccorkle@soshoresupport.org
Website: www.soshoresupport.org

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

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

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

The array of services and supports to families includes:

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

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

Central/West Region

Central

HMEA: Autism Resource Center of Central Massachusetts
Address: 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

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

Berkshire Office:
Address: 100 North St. Suite 322, Pittsfield, MA 01201
Phone: (413) 443-4780, ext.19
Email: Erica.donovan@Pathlightgroup.org
Website: www.pathlightgroup.org
Autism Support Centers

Metro Region

Advocates, Inc./ Autism Alliance of Metrowest
Address: 1881 Worcester Road Framingham, MA 01701
Phone: (508) 652-9900
Contact: Pam McKillop and Allison Daigle
Email: pmckillop@advocates.org & adaigle@advocates.org
Website: www.autismalliance.org
Serving: Metrowest

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

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

Northeast Region

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

Southeast Region

Community Autism Resources
Address: 33 James Reynolds Road, Unit C, Swansea, MA 02777
Northern Office:
Stonehill College Downtown Center for Community Enhancement
68 Legion Parkway (inside Harbor One Bank), Brockton, MA 02301
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 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:
Central/West Region

### 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

### Multicultural Community Services
- **Program Name:** Family Bridges
- **Address:** 3 State Street, Westfield, MA 01085
- **Phone:** (413) 562-4885, ext.22
- **Contact:** Arlene Lockenwitz
- **Email:** arlenelockenwitz@mcsnet.org

### HMEA
- **Program Name:** Home First
- **Address:** 8 Forge Park East, Franklin, MA 02038
- **Phone:** (508) 298-1612
- **Contact:** Shannon Kaiser
- **Email:** skaiser@hmea.org
- **Website:** www.hmea.org

Metro Region

### Lifelinks, Inc.
- **Program Name:** The Northeast Region Medically Complex Program
- **Address:** 285 Mill Road, Chelmsford, MA 01824
- **Phone:** 978-349-3039
- **Contact:** Eileen Lee
- **Email:** elee@lifelinksinc.net
- **Website:** www.lifelinksinc.net

Northeast Region

### BAMSI
- **Program Name:** Family Partnerships of the Southeast
- **Address:** 155 Webster Street, Unit D, Hanover, MA 02339
- **Contact:** Susan Sullivan
- **Phone:** (781) 878-4074
- **Email:** susansullivan@bamsi.org
- **Contact:** Theresa McNulty
- **Phone:** (508) 562-9208
- **Email:** teresamcnulty@bamsi.org
- **Website:** www.bamsi.org

Southeast Region
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

**Horace Mann Educational Associates, Inc.**
Contact: Celia Brown, Regional Coordinator- Central
Phone: (508) 918-4059
Email: celiaab@hmea.org
Website: www.hmea.org/family-supports/family-leadership-series/

**West**
**Multicultural Community Services**
Contact: Susan Crosby
Phone: (413) 782-2500 X321
Email: susancrosby@mcsnet.org
Website: www.mcsnet.org/family-leadership

Metro Region

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

Northeast Region

**Riverside Community Care**
Contact: Sophia Johansson, Regional Coordinator- Northeast
Phone: (617) 935-2264
Email: o.sophia.johansson@gmail.com

Southeast Region

**The Nemasket Group**
Contact: Emily Nisenbaum, Regional Coordinator- Southeast
Phone: (508) 999-4436
Email: emilynisenbaum@nemasketgroup.org
Website: www.nemasketgroup.org

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

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

Advocates for Autism of MA ............................ (781) 891-6270 .............. www.afamaction.org

Arc Massachusetts ................................. (781) 891-6270 .............. www.arcmass.org

Asperger’s Association of New England .... (617) 393-3824 .............. www.aane.org

Autism Insurance Resource Center ......... (781) 642-0248 .............. www.disabilityinfo.org/arica/

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 ............................................. www.massfamilyties.org

Federation for Children with Special Needs .... (800) 236-7210 .............. www.fcsn.org

Institute for Community Inclusion ............ (617) 287-4300 .............. www.communityinclusion.org

Massachusetts Advocates for Children .... (617) 357-8431 .............. www.massadvocates.org

MA Developmental Disabilities Council .... (617) 770-7676 .............. www.mass.gov/mddc

MA Down Syndrome Congress .............. (800) 664-6372 .............. www.mdsc.org

MA Families Organizing for Change ....... (800) 406-3632 .............. www.mfofc.org

MFOFC Housing Connections ............... (508) 824-6946 .............. www.mfofc.org

MASS- MA Advocates Standing Strong .... (866) 426-2253 .............. www.massadvocatesstandingstrong.org

MASS 2-1-1 .............................................. (877) 211-MASS .............. www.mass211.org

Massachusetts Family Voices .............. (800) 331-0688 x 301 .............. www.massfamilyvoices.org

Massachusetts Lifespan Respite Coalition .. (617) 863-6244 .............. www.massrespite.org

MA Sibling Support Network ............. (617) 807-0558 .............. info@masiblingsupport.org

New England INDEX ............................... (800) 642-0249 .............. www.disabilityinfo.org

Rewarding Work Respite Directory .......... www.massresitedirectory.org

Special Olympics ................................... (508) 485-0986 .............. www.specialolympicsma.org

Widening the Circle ............................... www.arcmass.org/ProgramsatTheArc/RealFriends.aspx
Statewide Intake & Eligibility Contacts

Regional Eligibility Coordinators

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

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

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

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

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