

# MASSACHUSETTS DEPARTMENT OF MENTAL HEALTH



Mitt Romney  
Governor

Timothy R. Murphy  
Secretary

Elizabeth Childs, M.D.  
Commissioner

# Massachusetts Department of Mental Health

## VISION

Mental health care is an essential part of health care. The Massachusetts Department of Mental Health, as the State Mental Health Authority, promotes mental health through early intervention, treatment, education, policy and regulation so that all residents of the Commonwealth may live full and productive lives.

## MISSION

The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work and participate in their communities. Recognizing that mental health is an essential part of healthcare, the Department establishes standards to ensure effective and culturally competent care to promote recovery. The Department sets policy, promotes self-determination, protects human rights and supports mental health training and research. This critical mission is accomplished by working in partnership with other state agencies, individuals, families, providers and communities.



Elizabeth Childs, M.D., Commissioner

Dear Friends,

Strategic planning is an important endeavor for any organization and for the Department of Mental Health, the vision of our future lies in this effort. On April 12, 2005, the Department issued its Strategic Plan, a document that represents the work of many individuals and the blueprint for a transformed public mental health system. It is a tool that will help us do a better job of providing excellent care and treatment for citizens with mental illnesses. The Strategic Plan is wide in scope, has many moving parts and will serve as our guide for years to come.

What is the Department's Strategic Plan? Simply, it is a set of goals that will determine where we as the State Mental Health Authority are going, how we will get there and how we'll know we have arrived. The Plan will

guide us in transforming the Commonwealth's public mental health system

incorporate equity, person- and family-centered and recovery-oriented values into our system

improve quality throughout our clinical and administrative operations

achieve measurable results

The principles guiding us in this important work are excellence, innovation and creativity, efficiency and value. Our value proposition: treatment and supports to individuals with mental illnesses empower personal growth and promote an optimal and productive life in the community. This is the ultimate goal of the Strategic Plan—to help people have what we all do: a home, a job, relationships, a place in their communities and hope for a full and satisfying life.

Fiscal Year 2005 brought us a number of other accomplishments, not least among them an encouraging financial outlook for the public mental health system. The Fiscal Year 2005 budget represents the first time since Fiscal Year 2002 that the Department did not see substantial funding decreases. We are grateful to Governor Romney and the Executive Office of Health and Human Services for their acknowledgement of our clients' service needs and to the Legislature for its broad support of our mission. The success of the Fiscal Year 2005 budget process is the result of hard work and support of many people who make up the Department of Mental Health and the mental health community. This work goes a long way in positioning the Department to be ever more responsive to the needs of the adults, youth, children and families we serve.

*Elizabeth Childs, M.D.*

# A strategic Plan for the State Mental Health Authority

To read the DMH Strategic Plan ,  
visit [www.mass.gov/DMH](http://www.mass.gov/DMH), on the left  
under [Initiatives](#).

The Department of Mental Health Strategic Plan: Phase I, issued April 12, 2005, will inform the future of a transformed mental health system, one that is guided by the following principles:

**Excellence:** Pursuing quality, adopting evidence based treatment practices and operating in a continuous quality improvement framework to produce accountable outcomes.

**Innovation/Creativity:** Adopting promising treatment practices that promote recovery and implementing best of breed administrative practices to support system operations.

**Efficiency:** Ensuring cost effective, local services and supports that maximize outcomes.

**Value:** Promoting effective care that has high value to consumers, citizens and our communities. Value is the product of excellence, innovation, and efficiency.

## THE NATIONAL CONTEXT

Improving mental health care and meeting the complex needs of our citizens has a long tradition in Massachusetts. This tradition has been adopted nationally by the President's New Freedom Commission, led by Michael Hogan, Ph.D., formerly Region I Administrator in the Massachusetts Department of Mental Health, and now Commissioner of the Ohio Department of Mental Health. An examination of the need for transformation across health care is embodied by the report of the Institute of Medicine, "Crossing the Quality Chasm: A New Health System for the 21st Century" (2001).

## OVERARCHING PRINCIPLES GUIDE OUR EFFORTS

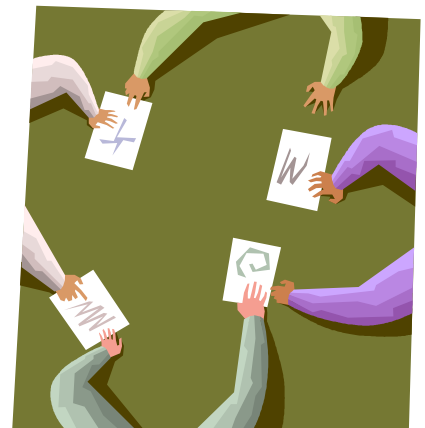
- All services are consumer-centered and family-driven.
- Resiliency and recovery are the ultimate goals for all services and supports.
- Quality improvement principles must be embedded in everything we do.
- Services should be local.
- We must add value to our local communities.
- Effective behavioral health services are critical to the success of many other state agencies and we must actively partner with these organizations to achieve our common mission.

## THE DMH STRATEGIC PLAN FOCUSES ON THREE MAJOR INITIATIVES:

A unified behavioral health system that will create a high-performance, behavioral health network that is cost effective and integrates high quality services while streamlining our clinical and administrative work across the acute and continuing care systems. This important initiative will ensure the adoption of evidence based practices and develop consistent clinical standards for all levels of care.

Community expansion, consolidation and a new hospital. The Department is committed to community services expansion to better meet the needs of individuals who have been or are now awaiting community placement from hospitals. The work of the Facility Feasibility Commission, comprised of lawmakers, advocates, consumers and other stakeholders, is ongoing with the goal of building a new state-of-the-art psychiatric facility in central Massachusetts.

A Comprehensive Quality Improvement Plan. Establishes clinical practice that embraces safety, effectiveness, patient centeredness, timeliness, efficiency and equitability.



# Commonwealth of Massachusetts

## Performance Recognition Program

Every year, employees in state service are recognized for meaningful contributions that distinguish them from their peers. These special awards focus attention on consistent, positive achievements by both individuals and teams of state employees, and recognize those who demonstrate innovation and dedication to their work, concern for the public trust and a commitment to excellence.

**Marianne Callinan and Victoria Wharen** ~ Marianne and Vicki manage the operations of the Commissioner's Office professionally and efficiently. They have been a stabilizing force in the midst of a great deal of transition, all the while maintaining their sense of humor and grace.

**Richard Cooley** ~ Richard's knowledge and understanding of New MMARS is an invaluable resource for the agency. He has done an extraordinary job in managing both the new system and the day-to-day operations of the Central Office accounting department.

**Stephen DiNatale** ~ Stephen has excelled in building relationships between agencies and within DMH. He is designing improvements to community services for ex-offenders reentering the community, going above and beyond his normal job requirements

**Dennis Griffin** ~ Dennis has made tremendous contributions educating professionals in the field of protective services for persons with mental illness. He is an active participant in educational seminars with law enforcement and other agencies in building partnerships for the prevention, reporting, investigation and prosecuting of abuse against persons with disabilities.

**Ron Dailey** ~ Ron assumed the role of the Southeastern Area interim area director in a time of great transition. His leadership and dedication is an unwavering and stabilizing force. He is selfless and works tirelessly to move the Southeastern Area forward with a solid foundation for the future.

**Susan Hanley** ~ Susan's professionalism during times of change has been a supporting force for DMH Central Office. She was instrumental in coordinating and managing the reorganization of CO, meeting deadlines and ensuring a smooth transition for CO staff

**Kristin Kulig** ~ Kristin has made a significant impact on the campus of Westborough State Hospital and patient environments with scarce resources. She has high standards and has a significant and positive influence on the campus and area culture and is always the first to volunteer in a crunch.

**Charles "Skip" Marcella** ~ Skip's dedication, ability to multi-task, his interpersonal skills and style as well as his commitment to excellence makes everyone's job on the Hathorne Units easier. His respect for the rights and dignity of all lead patients to his door for problem-solving and enables him to be an effective back-up for the Human Rights Officer.

**Janet MacDonald Marsden** ~ As assistant director of the Homeless Outreach Team, Janet's compassion and concern for all has a positive effect on all around her. Believing that the individuals she serves are not just "clients" but are individuals with a story and deserving of respect, she is a strong advocate who can confront challenging situations always with a solution.

**Robert Perruzzi** ~ Robert insures that his most important job is to ensure the safety of the entire facility. He has served in a wide variety of roles during his 45 years of service to Taunton State Hospital and has always been quick to respond to any and all patient and staff needs.

**North East Area Transition Age Steering Committee** ~ The NE Area Transition Age Steering Committee has revitalized the commitment to services for a population whose outcomes includes homelessness, unemployment and incarceration. The committee has expanded the vocational and educational opportunities for this population and provides mentoring and vocational supports that match youth interest with community opportunities. Their commitment and creativity in its approach to the planning and design of a service system is unparalleled.

**Anthony Riccitelli** ~ Under Tony's leadership as COO of Worcester State Hospital, restraint was reduced by 85 percent in three years and patient length of stay was lowered considerably so that in FY05, 61 percent of patients were discharged within a year of admission to the facility.

**Margaret Walsh** ~ Margaret led the Dr. Solomon Carter Fuller Mental Health Center's efforts to meet JCAHO accreditation standards and was in large part responsible for the Center's near-perfect 96 percent survey score in 2002. She has been in the forefront of efforts to improve patient safety and established a patient safety board specifically for this purpose. She has shown vision and leadership in every aspect of care at the Fuller.



# It takes a village...

*Foundations built on key partnerships*

**T**he large brick bowfront townhouse sits on a quiet residential street just outside the bustling urban hub. Nothing on the building's exterior reveals the unique residential Safe Haven program within. This is the Dudley Inn, an eight-bed Safe Haven residence for people who are chronically homeless and have severe mental illness and substance abuse problems. It was developed as an open-door and safe home for people who find success in their recovery in nontraditional homeless and mental health treatment services.



The Inn is a collaborative program of the Boston Medical Center, the Department of Mental Health, Vinfen, Boston University's School of Public Health, the Boston Public Health Commission and Consumer Quality Initiatives. The program has successfully integrated primary care, mental health, substance abuse and ongoing housing and rehabilitation services offered on site to residents.

The Safe Haven concept is unlike any shelter model offered to homeless people. At the Dudley Inn, each resident has a private room with a door that can be locked. This helps each resident feel safe. The Dudley Inn's environment of minimal house rules preserves the sense of independence that allowed many of the individuals to endure decades on the streets. Gradually, as the residents share meals, stories of their lives and experiences on the streets and histories of isolation from loved ones and social networks, they begin to identify and address the needs in their lives as they see them.

Residents can focus on serious medical conditions that often afflict those who have lived outside the norms of society. They can commit to recovery from substance abuse and can begin a realistic assessment of mental health issues. The Dudley Inn provides a nurturing, secure and respectful program that assists residents along the transition from survival existence to autonomy and positive life choices.

## residents...

### Claire



**C**laire is a protector and rescuer of animals and people she believes need her help. A former veterinary nurse, Claire likes to attend to the needs of others. A former resident of the Dudley Inn, Claire has moved on to her own cozy, impeccably neat apartment in the neighborhood she grew up in. She likes to tell visitors of the double rescue at the Inn, herself and the stray black and white cat Bobbysocks she nursed back to health in the Inn's back yard.

Although once a homeowner, Claire found herself living in a doorway on Newbury Street. It was her turf, but she willingly shared her space, extra clothing and blankets to those who needed them. Fiercely independent, she avoided shelters and DMH services that she feared would limit her autonomy. For eighteen years the only contact she allowed was with the staff of the Metro Boston Area Homeless Outreach Team. When the Dudley Inn opened, outreach team members persuaded her to give it a try—she would have her own room with a key and no application process to navigate.

Claire used to move a shopping cart packed with her belongings from Copley Square to Jamaica Pond in the warm weather. Now she can look at the pond from her kitchen window and when the weather is good, sit with Bobbysocks on the park benches outside their own permanent safe haven.

## Maria

Not so long ago, Maria was living behind a restaurant in Dorchester. Following a call by a parish priest, she was discovered by the DMH Homeless Outreach Team. Fortunately, outreach workers recognized Maria from other encounters over the years and referred her to the Dudley Inn. It took almost a year for Maria to realize her home was the supportive environment at the Dudley Inn, and she stopped visiting her homeless haunts and went to the old neighborhood only to visit her family.

Today, Maria recognizes that she has another chance at recovery and stability. She is proud of her accomplishments and recently bought new clothes for her children, who have maintained a relationship with her.

Now, Maria loves living in the Back Bay. She is a resident at the beautifully renovated and graciously situated Clarendon YWCA. The lobby is freshly painted in soft warm colors, and masses of exotic flowers are placed around the area. There is a concierge for guest's convenience as well as amenities of a fine boutique hotel. She credits the program at the Dudley Inn for supporting her in her efforts to reclaim her life. She talks with enthusiasm about settling into her own space at the Y but still likes to visit her friends at the Dudley Inn. A recent graduate of the Homeworks Program, a federally funded demonstration grant to assist chronically homeless individuals, Maria would like to reenter the workforce as an office administrator.



## Paul



The first impression of Paul is that he is a strong, healthy man with a direct gaze and bright blue eyes. He is interested in times past and becomes most animated while discussing the architecture and origins of the historic John Eliot Square neighborhood where he lives. In fact, he spends many evenings at the Dudley Inn watching the History Channel.

Paul, who had been homeless since 1988, is finally able to sleep in his own bed. As he tells his story, he says he passed through every shelter in Boston, opting to live in the streets and alleyways of Boston. At night he did not sleep, and his drinking led to numerous arrests and jail time. When he first came to the Dudley Inn in 2003, accommodation was made to let Paul "stay" at the Inn during the day instead of overnight. He changed clothes and kept his belongings there, but continued to walk the streets at night. Paul is fortunate to have a caring family member, his sister, who communicated with the Homeless Outreach Team literally for years. She was able to keep tabs on her brother, supply him with adequate clothing for the elements and has successfully worked on his legal and forensic issues.

Paul plans to live independently and looks forward to reuniting with his entire family during the holiday season.

Paula makes a fresh pot of coffee for a first-time visitor to the Dudley Inn. She is a petite red-haired woman with a sweet face and a lively, outspoken personality. After living under a bridge and resisting numerous attempts to engage with outreach workers, she found herself "inside."

Years of living on the streets have not taken away her ability to talk animatedly about her history and her present living situation at the Dudley Inn. She is intelligent and articulate and has a lot to say about public systems and professionals who have treated her like what she refers to as a "mental midget."

Today, her home is the safe haven of the Dudley Inn. Her room is neat, with bright light, clean linen and a plush, dark green bedroom ensemble. A dresser top is home to photos of her children and grandchildren and gilded dancing cherubs decorate the wall.

With the help of the Clinical Treatment Team and staff at the Dudley Inn, Paula is working on her personal goals: "to work on myself, ensure my stabilization and develop a closer relationship with my family." She intends to move forward to a life of independence and security after the Dudley Inn.

## Paula





# *more partnerships...*

## HEALTH AND RECOVERY PROGRAM ~ MASSACHUSETTS MENTAL HEALTH CENTER

It is often a challenge to offer those with dual diagnosis of mental illness and substance abuse disorders an opportunity for treating both at the same time. At the Department's Massachusetts Mental Health Center (MMHC), the Health and Recovery Program (HARP) has evolved from its beginnings as the Sobriety Support Group, which for years met every day from noon to 1 p.m. at MMHC. In November 2003, the group experienced a significant evolution when MMHC temporarily relocated to the Department of Public Health's (DPH) Lemuel Shattuck and the potential for collaboration became clear to a group of dedicated staff who initiated a collaboration with DPH staff at Shattuck and the result is a program that provides short-term, intensive substance abuse treatment for clients living with psychiatric disabilities. Group members are referred to HARP by clinicians from both DMH and DPH and participants come together to learn skills that helps them reach the goal of long-term recovery. HARP's first year statistics are testament to the success of not only the program, but of the partnership that has evolved and worked for many clients of DMH and DPH. In that first year, from March 2004 to March 2005, HARP served 71 participants. Of this initial group 56 percent "graduated" and 40 percent requested an extension of the program.

## CAUSE ~ ADVOCATES, CONSUMERS, DMH PARTNER FOR EDUCATION OPPORTUNITIES

A human rights issue over educational opportunities was the spark that ignited advocate Fanny Zambuto of Norwell, National Alliance for the Mentally Ill (NAMI) members and other advocates and family members to found a program that would help students with psychiatric disabilities begin or continue their education, a dream often unrealized because of mental illness. CAUSE—Consumers and Alliances United for Supported Education—was established by NAMI in 1991 in partnership with the DMH Metro Suburban Area. In the fall of that year, DMH, local NAMI chapters and consumers sponsored a college night at the Quincy Mental Health Center which drew more than 125 attendees, a strong showing that highlighted the need to provide consumers with support and opportunities for education. It was this event that established CAUSE. Today, CAUSE has a program director, a staff of four and two office volunteers. Three of the staff are consumer providers. The program serves the DMH Metro Suburban South Site and Southwest Site and provides educational services for two Services for Education and Employment programs—Work Source in Quincy and HIRE Enterprises in Walpole. CAUSE staff also keep office hours at three Clubhouses—Atlantic House in Quincy, Neponset River House in Norwood and Elliot House in Needham.

The success of CAUSE and the individuals it serves is strong evidence of the critical nature of partnerships in the mental health community. Over the past 15 years, 1,535 individuals have received services from CAUSE. At any given time, an average of 160 students are active participants in this program. Each year, 100 students are enrolled in an educational/job placement with 80 percent successfully completing courses. CAUSE to date has made it possible for more than 75 students to graduate from college and technical programs.

## DMH-DSS COLLABORATION ~ A LIFELINE FOR PARENTS WITH MENTAL ILLNESS

According to U.S. Substance Abuse and Mental Health Services Administration, research indicates that children of parents with mental illness are at an increased risk of developing emotional and behavioral problems. A collaborative effort between DMH and the Department of Social Services begins to address this critical need, focusing on that of parents in the child welfare system who have severe and persistent mental illnesses. One of the benefits of this interagency partnership is immediate, short-term DMH case management services for parents with mental illnesses and who have significant contact with their children. Some of the supports parents can receive immediate outreach, assistance with benefits, connection to outpatient providers and assistance with housing and employment resources. These short-term services remain in place for the parent until DMH eligibility is established or a linkage to other community services is made.



# Commissioner's Distinguished service Awards Reception

May 20, 2005

The Commissioner's Distinguished Service Awards are presented to individuals, groups and organizations that have contributed in significant ways toward improving the lives of adults, youth and children with mental illnesses or serious emotional disturbances.



Legislative Distinguished Service Award

***Senate President Robert E. Travaglini***

***Representative Vincent A. Pedone***

Special Recognition Award

***Chief Justice Martha P. Grace***

***Framingham Jail Diversion Program***

Advocacy Distinguished Service Award

***Sid Gelb***

Human Rights Award

***William R. Beardslee, M.D.***

Public Education Distinguished Service Award

***"Nothing to Hide: Mental Illness in the Family"***

***Reggy Gillespie, Gigi Kaeser, Jean Beard***

Restraint Reduction/Elimination Award

***Everett House C.I.R.T.***

***Cohannet Academy IRTF***

***Franklin Medical Center***

***Youth Development Committee of the State Mental Health Planning Council***

Youth and Families Distinguished Service Award

***EOHHS Task Force on the Prevention of Suicide in***

***24-Hour Residential Programs for Youth***

Research Distinguished Service Award

***David Henderson, M.D.***

Treatment Distinguished Service Award

***Boston Medical Center ACCESS Project***

Carolyn J. Schlaepfer Award

***Westborough State Hospital Unit for the Deaf and Hard of Hearing***

Rehabilitation Distinguished Service Award

***The Friends – Voice of Rehabilitation and Recovery***

Lilo McMillan Award

***Reva Stein***

***Executive Director, Massachusetts Clubhouse Coalition***



## fUNDING at a Glance

**T**he Department of Mental Health directly serves 26,000 adults, children and adolescents. The Department operates three psychiatric hospitals and five community health centers throughout the state for continuing and acute care services. Focusing on community care, DMH provides supportive clinical and rehabilitative services for adults with serious mental illness and children and adolescents with serious mental illness or serious emotional disturbance. Adults, children and adolescents who meet both clinical and service need criteria are eligible for DMH community-based services. Anyone may submit an application for services. For information on applying for DMH services, visit the Web site at [www.mass.gov/dmh](http://www.mass.gov/dmh).

In addition to DMH adult inpatient facilities and latency age and adolescent inpatient and intensive residential treatment facilities, DMH community services includes:

✓ Residential options for children and adults

✓ Case management

✓ In-home treatment for children and adolescents

✓ Flexible supports for adults and children in the community

✓ Outpatient services

✓ Clubhouses

✓ Program for Assertive Community Treatment (PACT)

✓ Services for education and employment

STATE APPROPRIATION	FISCAL YEAR 2005	FISCAL YEAR 2004
OPERATIONS	\$34,918,663	\$35,376,100
Child/Adolescent MH	\$65,740,797	\$68,573,272
Adult mh	\$271,620,060	\$274,355,702
Homeless services	\$22,182,363	\$22,182,363
Choice housing	\$125,000	\$125,000
Emergency services	\$31,016,761	\$31,485,703
Ret. Rev. community	\$4,500,000	\$4,500,000
Forensic Services	\$5,968,876	\$6,028,399
Inpatient facilities	\$156,753,632	\$151,932,242
<b>total</b>	<b>\$592,826,152</b>	<b>\$594,558,781</b>

# Service Areas and Municipalities

## Western Massachusetts Area

**Elizabeth Sullivan, Area Director**

**P.O. Box 389, Northampton, MA 01061-0389, Phone (413) 587-6200 Fax (413) 587-6205 TTY (413) 586-6592**

*Adams, Agawam, Alford, Amherst, Ashfield, Athol, Belchertown, Bernardston, Blandford, Buckland, Charlemont, Cheshire, Chester, Chesterfield, Chicopee, Clarksburg, Colrain, Conway, Cummington, Dalton, Deerfield, East Longmeadow, Egremont, Erving, Florida, Gill, Goshen, Granby, Granville, Great Barrington, Greenfield, Hadley, Hampden, Hancock, Hatfield, Hawley, Heath, Hinsdale, Holyoke, Huntington, Lanesborough, Lee, Lenox, Leverett, Leyden, Longmeadow, Ludlow, Middlefield, Monroe, Monson, Montague, Monterey, Montgomery, Mt. Washington, New Ashford, New Marlborough, New Salem, North Adams, Northfield, Northampton, Orange, Otis, Palmer, Pelham, Petersham, Phillipston, Pittsfield, Plainfield, Richmond, Rowe, Royalston, Russell, Sandisfield, Savoy, Sheffield, Shelburne, Shutesbury, Southwick, South Hadley, Southampton, Springfield, Stockbridge, Sunderland, Tolland, Turners Falls, Tyringham, Ware, Wendell, Whately, Washington, Westfield, Westhampton, West Springfield, West Stockbridge, Wilbraham, Williamsburg, Williamstown, Windsor, Worthington*

## Central Massachusetts Area

**Elaine Hill, Area Director**

**Worcester State Hospital, 305 Belmont Street, Worcester, MA 01604, Phone (508) 368-3838 Fax (508) 363-1500 TTY (508) 752-0127**

*Ashburnham, Ashby, Auburn, Ayer, Barre, Bellingham, Berlin, Blackstone, Bolton, Boylston, Brimfield, Brookfield, Charlton, Clinton, Douglas, Dudley, East Brookfield, Fitchburg, Franklin, Gardner, Grafton, Groton, Hardwick, Harvard, Holden, Holland, Hopedale, Hubbardston, Lancaster, Leicester, Leominster, Lunenburg, Medway, Mendon, Milford, Millbury, Millville, New Braintree, North Brookfield, Oakham, Oxford, Paxton, Pepperell, Princeton, Rutland, Shirley, Shrewsbury, Southbridge, Spencer, Sterling, Sturbridge, Sutton, Templeton, Townsend, Upton, Uxbridge, Wales, Warren, Webster, Westminster, West Boylston, West Brookfield, Whitinsville, Winchendon, Worcester*

## North East Area

**Marcia Fowler, Area Director**

**P.O. Box 387, Tewksbury, MA 01876-0387, Phone (978) 863-5000 Fax (978) 863-5091 TTY (978) 640-1193**

*Amesbury, Andover, Beverly, Billerica, Boxford, Byfield, Chelmsford, Danvers, Dracut, Dunstable, Essex, Everett, Georgetown, Gloucester, Groveland, Hamilton, Haverhill, Ipswich, Lawrence, Lowell, Lynn, Lynnfield, Malden, Manchester, Marblehead, Medford, Melrose, Merrimac, Methuen, Middleton, Nahant, Newbury, Newburyport, North Andover, North Reading, Peabody, Reading, Rockport, Rowley, Salem, Salisbury, Saugus, Stoneham, Swampscott, Tewksbury, Topsfield, Tyngsborough, Wakefield, Westford, West Newbury, Wenham*

## Metro Suburban Area

**Theodore Kirousis, Area Director**

**Westborough State Hospital, PO Box 288 – Lyman Street, Westborough, MA 01581, Phone (508) 616-3500 Fax (508) 616-3599 TTY (508) 616-3533**

*Action, Arlington, Ashland, Bedford, Belmont, Boxborough, Braintree, Burlington, Canton, Carlisle, Cohasset, Concord, Dedham, Dover, Foxborough, Framingham, Hingham, Holliston, Hopkinton, Hudson, Hull, Lexington, Lincoln, Littleton, Marlborough, Maynard, Medfield, Millis, Milton, Natick, Needham, Newton, Norfolk, Northborough, Norwell, Norwood, Plainville, Quincy, Randolph, Scituate, Sharon, Sherborn, Southborough, Stow, Sudbury, Walpole, Waltham, Watertown, Wayland, Wellesley, Westborough, Weston, Westwood, Weymouth, Wilmington, Winchester, Woburn, Wrentham*

## Southeastern Massachusetts Area

**Gloria Mazza, Area Director**

**Brockton Multi-Service Center, 165 Quincy Street, Brockton, MA 02302, Phone (508) 897-2000 Fax (508) 897-2024 TTY (508) 897-2224**

*Abington, Acushnet, Attleboro, Avon, Barnstable, Berkeley, Bourne, Brewster, Bridgewater, Brockton, Carver, Chatham, Chilmark, Cotuit, Dartmouth, Dennis, Dighton, Duxbury, East Bridgewater, Easton, Eastham, Edgartown, Fairhaven, Fall River, Falmouth, Freetown, Gay Head, Gosnold, Halifax, Hanover, Hanson, Harwich, Holbrook, Hyannis, Kingston, Lakeville, Mansfield, Marion, Marshfield, Mashpee, Mattapoisett, Middleborough, Nantucket, New Bedford, North Attleboro, Norton, Oak Bluffs, Onset, Orleans, Osterville, Pembroke, Plymouth, Plympton, Provincetown, Raynham, Rehoboth, Rochester, Rockland, Sandwich, Seekonk, Somerset, Stoughton, Swansea, Taunton, Tisbury, Truro, Vineyard Haven, Wareham, Wellfleet, West Bridgewater, Westport, West Tisbury, Whitman, Woods Hole, Yarmouth*

## Metro Boston Area

**Clifford Robinson, Area Director**

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*Boston, Brookline, Cambridge, Chelsea, Revere, Somerville, Winthrop*



**Massachusetts Department of Mental Health**  
**Visit us on the Web at [www.mass.gov/dmh](http://www.mass.gov/dmh)**