

**Charles D. Baker**  
Governor

**Karyn Polito**  
Lieutenant Governor



**Marylou Sudders**  
Secretary

**Mary Truong**  
Executive Director

## COMMUNITY PARTNERS DIRECTORY



## Table of Contents

|                                           |      |
|-------------------------------------------|------|
| Message from the Executive Director.....  | 1    |
| ORI Program Descriptions.....             | 2    |
| ORI Providers Listed by Service Type..... | 3-6  |
| ORI Provider Service Map.....             | 7    |
| Provider Summaries.....                   | 8-30 |
| Federal Agencies.....                     | 31   |
| EOHHS State Agencies .....                | 32   |



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office for Refugees and Immigrants  
600 Washington Street, 4th Floor  
Boston, Massachusetts 02111

**CHARLES D. BAKER**  
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Secretary

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**MARY TRUONG**  
Executive Director

March 22, 2016

Dear Community Partners and Friends:

We were very pleased to hear that the first edition of our Community Partners Directory was very well received by everyone especially from our community partners and stakeholders in Massachusetts Refugee Resettlement Program last year. Enclosed you will find an update to the Directory, featuring a description of programs offered by ORI's partners in a user friendly format. This updated Directory is organized by ORI programs, with a profile of each provider and the services it offers within each program section. If an agency is included in more than one program section, the full profile is provided in the first reference and shortened in subsequent references. Every effort has been made to ensure that the Directory is accurate.

I want to take this opportunity to thank each of our service providers, community supporters and all of the staff at ORI for their diligence in working for the refugees and immigrants residing in Massachusetts. A special thanks goes to **Painters & Allied Trades** for their continued financial support of this Directory.

Please visit us online at [www.mass.gov/ORI](http://www.mass.gov/ORI) to learn more about our programs and also to download an electronic copy of this Directory to share with your network.

We welcome your feedback, and your continued partnership. Thank you.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Mary Truong", written in a cursive style.

Mary Truong  
Executive Director

## ORI Program Descriptions

**Citizenship for New Americans Program (CNAP):** Assists legal permanent residents of the Commonwealth to become U.S. citizens.

**Comprehensive Refugee Employment Services (CRES):** Provides integrated English language instruction with core employment services leading to early and long-term economic self-sufficiency.

**Employment Support Services Program (ESSP):** Provides comprehensive, bilingual/bicultural employment services to Refugees & Immigrants with time-limited TAFDC benefits.

**Massachusetts Refugee Enterprise Achievement Program (MassREAP):** Supports financial literacy, micro-lending, and mentoring activities to enable refugees to develop quality small business ventures.

**Program to Enhance Elder Refugee Services (PEERS):** Strengthens relationships between elder and refugee organizations to link refugees to elder services in their communities.

**Refugee Case Management (RCM):** Provides intake, orientation, employability assessment, basic social services and employment referral to eligible populations.

**Refugee Community Services (RCS):** provide orientation to refugee populations regarding how to access and navigate mainstream service system and local resources.

**Refugee Health Assessment Program (RHAP):** In collaboration with MA Department of Public Health, ensures newly-arriving refugees receive an initial health assessment and follow-up care.

**Refugee Health Promotion Program (MRHPP):** Provides on-going individual health care access assistance to the newest refugee arrivals, preventive health information to refugee communities, and cultural information to mainstream agencies.

**Refugee Medical Assistance Program (RMA):** In collaboration with MA Office of Medicaid, provides transitional medical coverage for refugees ineligible for Medicaid during the first 8 months after arrival.

**Refugee School Impact Program (RSI):** Supports local public school districts in fostering high academic and social success among refugee youth.

**Targeted Assistance Grant/Formula (TAG/F):** Provides integrated English language instruction and employment services with Vocational Skills Trainings leading to long-term economic self-sufficiency.

**TEAMWorks!:** Provides skills training, integration supports, and employment services leading to self-sufficiency and community integration.

**Unaccompanied Refugee Minor Program (URMP):** Provides residential and foster care services to refugee minors arriving in the U.S. without parents or guardians.

**Youth Adjustment Services (YAS):** Provides refugee youth with a variety of opportunities that facilitate community and school adjustment.

## ORI Providers by Service Type

### In alphabetical order by ORI programs

#### **Citizenship for New Americans Program (CNAP)**

|                                                             |           |
|-------------------------------------------------------------|-----------|
| ○ <i>Bristol County</i>                                     |           |
| ▪ Immigrants Assistance Center, Inc. ....                   | <b>18</b> |
| ○ <i>Essex County</i>                                       |           |
| ▪ Bosnian Community Center for Resource Development .....   | <b>10</b> |
| ▪ Russian Community Association of Massachusetts .....      | <b>27</b> |
| ○ <i>Hampden County</i>                                     |           |
| ▪ Ascentria Care Alliance – Westfield Site .....            | <b>8</b>  |
| ▪ Berkshire Immigrant Center .....                          | <b>9</b>  |
| ▪ Center for New Americans .....                            | <b>13</b> |
| ○ <i>Middlesex County</i>                                   |           |
| ▪ Jewish Family Services of Metrowest .....                 | <b>20</b> |
| ▪ Merrimack Valley Immigrant and Education Center Inc. .... | <b>25</b> |
| ○ <i>Suffolk County</i>                                     |           |
| ▪ East Boston Ecumenical Community Council .....            | <b>15</b> |
| ▪ Haitian American Public Health Initiatives .....          | <b>17</b> |
| ▪ Irish International Immigration Center .....              | <b>20</b> |
| ▪ MA Immigrant and Refugee Advocacy Coalition .....         | <b>24</b> |
| ▪ Massachusetts Alliance for Portuguese Speakers .....      | <b>23</b> |
| ▪ Somali Development Center. ....                           | <b>27</b> |
| ○ <i>Worcester County</i>                                   |           |
| ▪ Ascentria Care Alliance – Worcester Site. ....            | <b>9</b>  |
| ▪ Catholic Charities Worcester County. ....                 | <b>12</b> |
| ▪ United Neighbors of Fitchburg, Inc. ....                  | <b>28</b> |

#### **Comprehensive Refugee Employment Services (CRES)**

|                                                              |           |
|--------------------------------------------------------------|-----------|
| ○ <i>Essex County</i>                                        |           |
| ▪ Russian Community Association of MA .....                  | <b>27</b> |
| ○ <i>Hampden County</i>                                      |           |
| ▪ Ascentria Care Alliance – Westfield Site. ....             | <b>8</b>  |
| ▪ Jewish Family Service of Western MA .....                  | <b>21</b> |
| ○ <i>Middlesex County</i>                                    |           |
| ▪ International Institute of New England – Lowell Site ..... | <b>19</b> |
| ○ <i>Suffolk County</i>                                      |           |
| ▪ International Institute of New England – Boston Site. .... | <b>18</b> |
| ▪ Jewish Vocational Service .....                            | <b>22</b> |
| ○ <i>Worcester County</i>                                    |           |
| ▪ Ascentria Care Alliance – Worcester Site. ....             | <b>9</b>  |

#### **Employment Support Services Program (ESSP)**

|                                             |           |
|---------------------------------------------|-----------|
| ○ <i>Essex County</i>                       |           |
| ▪ Russian Community Association of MA ..... | <b>27</b> |

### **Employment Support Services Program (ESSP) (continued)**

|                                                      |    |
|------------------------------------------------------|----|
| ○ <i>Hampden County</i>                              |    |
| ▪ Ascentria Care Alliance – Westfield Site . . . . . | 8  |
| ○ <i>Suffolk County</i>                              |    |
| ▪ Jewish Vocational Service . . . . .                | 22 |
| ○ <i>Worcester County</i>                            |    |
| ▪ Ascentria Care Alliance – Worcester Site . . . . . | 9  |

### **Massachusetts Refugee Enterprise Achievement Program (MassREAP)**

|                                                      |    |
|------------------------------------------------------|----|
| ○ <i>Hampden County</i>                              |    |
| ▪ Ascentria Care Alliance – Westfield Site . . . . . | 8  |
| ○ <i>Suffolk County</i>                              |    |
| ▪ Jewish Vocational Service . . . . .                | 22 |
| ○ <i>Worcester County</i>                            |    |
| ▪ Ascentria Care Alliance – Worcester Site . . . . . | 9  |

### **Program To Enhance Elder Refugee Services (PEERS)**

|                                                      |    |
|------------------------------------------------------|----|
| ○ <i>Essex County</i>                                |    |
| ▪ Congolese Development Center . . . . .             | 13 |
| ▪ Russian Community Association of MA . . . . .      | 27 |
| ○ <i>Hampden County</i>                              |    |
| ▪ Ascentria Care Alliance – Westfield Site . . . . . | 8  |
| ▪ Jewish Family Services of Western MA . . . . .     | 21 |
| ○ <i>Worcester County</i>                            |    |
| ▪ Ascentria Care Alliance – Worcester Site . . . . . | 9  |

### **Refugee Case Management (RCM)**

|                                                                      |    |
|----------------------------------------------------------------------|----|
| ○ <i>Hampden County</i>                                              |    |
| ▪ Ascentria Care Alliance – Westfield Site . . . . .                 | 8  |
| ▪ Catholic Charities Diocese of Springfield . . . . .                | 11 |
| ▪ Jewish Family Services of Western MA . . . . .                     | 21 |
| ○ <i>Middlesex County</i>                                            |    |
| ▪ International Institute of New England – Lowell Site . . . . .     | 19 |
| ▪ Jewish Family Services of Metrowest . . . . .                      | 20 |
| ○ <i>Suffolk County</i>                                              |    |
| ▪ Catholic Charities Archdiocese of Boston . . . . .                 | 11 |
| ▪ International Institute of New England – Boston Site . . . . .     | 18 |
| ▪ Refugee and Immigrant Assistance Center – Boston Site . . . . .    | 25 |
| ○ <i>Worcester County</i>                                            |    |
| ▪ Ascentria Care Alliance – Worcester Site . . . . .                 | 9  |
| ▪ Catholic Charities Worcester County . . . . .                      | 12 |
| ▪ Refugee and Immigrant Assistance Center – Worcester Site . . . . . | 26 |

## **Refugee Community Services (RCS)**

|                                                                 |    |
|-----------------------------------------------------------------|----|
| ○ <i>Essex County</i>                                           |    |
| ▪ Bosnian Community Center for Resource Development . . . . .   | 10 |
| ▪ Congolese Development Center. . . . .                         | 13 |
| ▪ Russian Community Association of MA . . . . .                 | 27 |
| ▪ Southern Sudanese Solidarity Organization . . . . .           | 28 |
| ○ <i>Hampden County</i>                                         |    |
| ▪ Ascentria Care Alliance – Westfield Site. . . . .             | 8  |
| ▪ Jewish Family Services of Western MA . . . . .                | 21 |
| ○ <i>Middlesex County</i>                                       |    |
| ▪ Ethiopian Community Mutual Assistance Association . . . . .   | 17 |
| ○ <i>Suffolk County</i>                                         |    |
| ▪ Eritrean Community Center . . . . .                           | 16 |
| ▪ Refugee & Immigrant Assistance Center – Boston Site . . . . . | 25 |
| ▪ Somali Development Center . . . . .                           | 27 |

## **Refugee Health Assessment Program (RHAP)**

|                                         |    |
|-----------------------------------------|----|
| ○ Department of Public Health . . . . . | 14 |
|-----------------------------------------|----|

## **Refugee Health Promotion Program (RHPP)**

|                                                                  |    |
|------------------------------------------------------------------|----|
| ○ <i>Essex County</i>                                            |    |
| ▪ Bosnian Community Center for Resource Development . . . . .    | 10 |
| ▪ Congolese Development Center. . . . .                          | 13 |
| ▪ Refugee & Immigrant Assistance Center – Boston Site . . . . .  | 25 |
| ▪ Russian Community Association of MA . . . . .                  | 27 |
| ▪ Southern Sudanese Solidarity Organization . . . . .            | 28 |
| ○ <i>Hampden County</i>                                          |    |
| ▪ Ascentria Care Alliance – Westfield Site . . . . .             | 8  |
| ▪ Jewish Family Services of Western MA . . . . .                 | 21 |
| ○ <i>Middlesex County</i>                                        |    |
| ▪ International Institute of New England – Lowell Site . . . . . | 19 |
| ○ <i>Suffolk County</i>                                          |    |
| ▪ Ethiopian Community Mutual Assistance Association . . . . .    | 17 |
| ▪ Haitian American Public Health Initiatives . . . . .           | 17 |
| ▪ Somali Development Center . . . . .                            | 27 |
| ○ <i>Worcester County</i>                                        |    |
| ▪ Edward M. Kennedy Health Center . . . . .                      | 15 |

## **Refugee Medical Assistance (RMA)**

|                                             |    |
|---------------------------------------------|----|
| ○ Office of Medicaid (MassHealth) . . . . . | 24 |
|---------------------------------------------|----|

## **Refugee School Impact (RSI)**

|                                                  |    |
|--------------------------------------------------|----|
| ○ <i>Essex County</i>                            |    |
| ▪ Russian Community Association of MA . . . . .  | 27 |
| ○ <i>Hampden County</i>                          |    |
| ▪ Jewish Family Services of Western MA . . . . . | 21 |

### **Refugee School Impact (continued)**

|                                                                 |    |
|-----------------------------------------------------------------|----|
| ○ <i>Hampden County (continued)</i>                             |    |
| ▪ West Springfield Public Schools . . . . .                     | 29 |
| ▪ Westfield Public Schools . . . . .                            | 29 |
| ○ <i>Middlesex County</i>                                       |    |
| ▪ Lowell Public Schools . . . . .                               | 23 |
| ○ <i>Suffolk County</i>                                         |    |
| ▪ Refugee & Immigrant Assistance Center – Boston Site . . . . . | 25 |
| ○ <i>Worcester County</i>                                       |    |
| ▪ African Community Education Program . . . . .                 | 8  |
| ▪ Ascentria Care Alliance – Worcester Site. . . . .             | 9  |

### **Targeted Assistance Grant/ Formula (TAG/F)**

|                                                                  |    |
|------------------------------------------------------------------|----|
| ○ <i>Hampden County</i>                                          |    |
| ▪ Ascentria Care Alliance – Westfield Site . . . . .             | 8  |
| ▪ Jewish Family Services of Western MA . . . . .                 | 21 |
| ○ <i>Middlesex County</i>                                        |    |
| ▪ International Institute of New England – Lowell Site . . . . . | 19 |
| ○ <i>Suffolk County</i>                                          |    |
| ▪ International Institute of New England – Boston Site . . . . . | 18 |
| ▪ Jewish Vocational Service . . . . .                            | 22 |
| ○ <i>Worcester County</i>                                        |    |
| ▪ Ascentria Care Alliance – Worcester Site . . . . .             | 9  |
| ▪ Workforce Central Career Center . . . . .                      | 30 |

### **TEAMWorks!**

|                                                 |    |
|-------------------------------------------------|----|
| ○ <i>Essex County</i>                           |    |
| ▪ Russian Community Association of MA . . . . . | 27 |

### **Youth Adjustment Services (YAS)**

|                                                                  |    |
|------------------------------------------------------------------|----|
| ○ <i>Essex County</i>                                            |    |
| ▪ Russian Community Association of MA. . . . .                   | 27 |
| ○ <i>Suffolk County</i>                                          |    |
| ▪ Somali Development Center . . . . .                            | 27 |
| ▪ Refugees & Immigrant Assistance Center – Boston Site . . . . . | 25 |

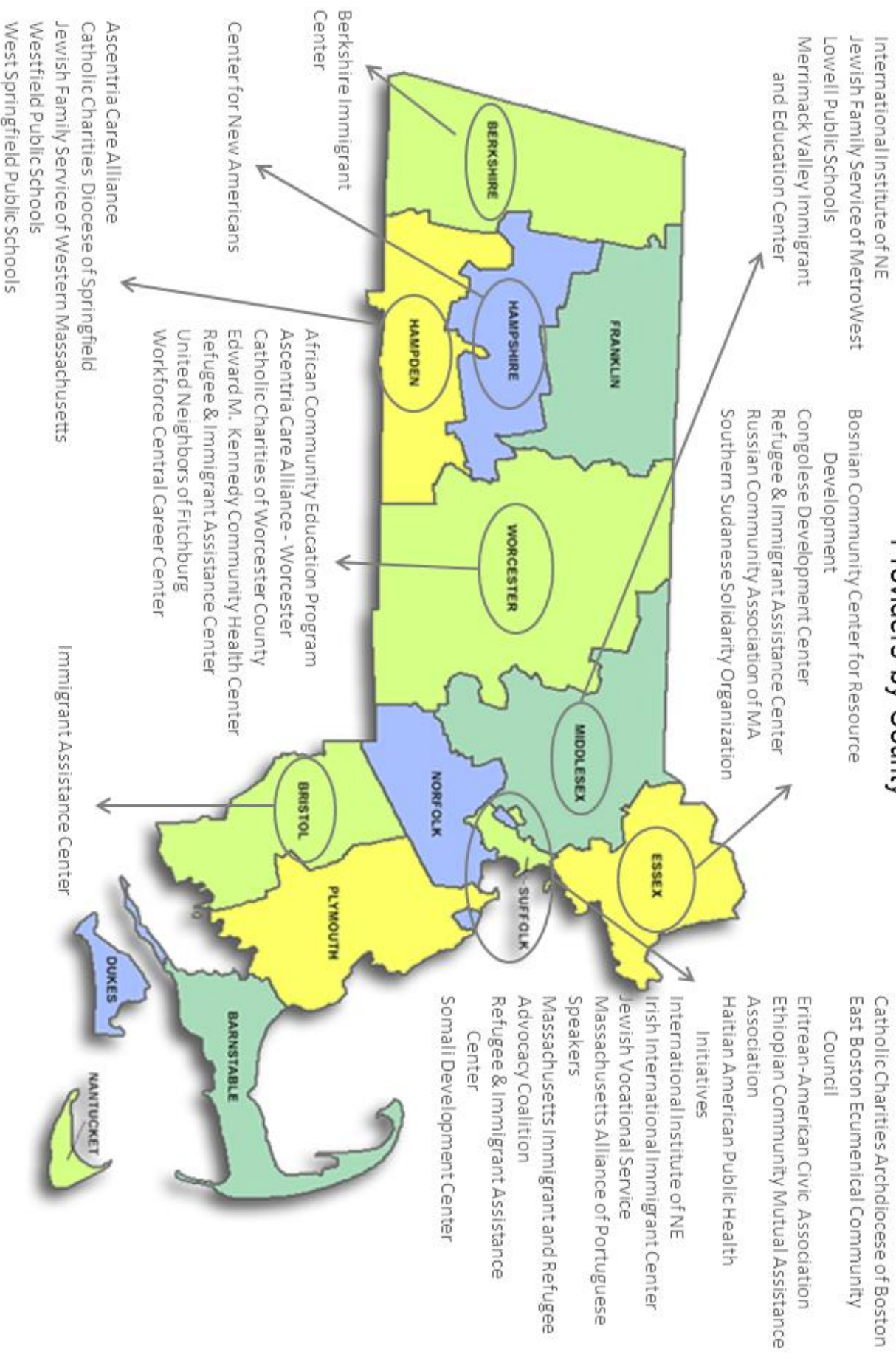
### **Unaccompanied Refugee Minors Program**

|                                                 |    |
|-------------------------------------------------|----|
| ○ Department of Children and Families . . . . . | 14 |
|-------------------------------------------------|----|



# MASSACHUSETTS OFFICE FOR REFUGEES AND IMMIGRANTS

## Providers by County



## African Community Education Program

24 Chatham St., Worcester, MA 01609  
508-799-3653  
acorneliussen@acechildren.org

Kaska Yawo  
508-799-3653  
KYawo@acechildren.org

Hours of Operation: Monday – Thursday 9 a.m. – 6 p.m.  
Friday 9 a.m. – 4 p.m.  
Saturday 9 a.m. – 2:30 p.m.  
Website: [www.acechildren.org](http://www.acechildren.org)  
Population served: Burundians, Liberians, Somalis, and other Refugees & Immigrants  
Languages Spoken by Staff: Arabic, Ewe, Fanti, French, Krahn, Kirundi, Kinyarwanda, Kaba, Sango, Swahili and Twi

**Family Education Program:** The ACE Family Education Program provides adult English for Speakers of Other Languages (ESOL) and U.S. Citizenship classes, an Early Literacy Playgroup for children ages 0-9, and guided parent-child literacy activities. This program is held on Saturdays during the school year.

**\*ORI funded services** provide social services to qualified refugees and other immigrants including the RSI program.

## Ascentria Care Alliance – Westfield Site

94 North Elm St., Suite 401, Westfield, MA 01085  
413-787-0725

Mohammed Najeeb  
413-787-0725 ex: 401  
mnajeeb@ascentria.org

Hours of Operation: Monday – Friday 8:30 a.m. – 5 pm  
Website: [www.ascentria.org](http://www.ascentria.org)  
Population served: Bhutanese, Iraqis, Syrians, and other Refugees & Immigrants  
Languages Spoken by Staff: Arabic, French, Hindi, Kiswahili, Moldovan, Polish, Russian, Somali, Spanish, Ukrainian and Urdu.

**Highland Valley Elder Services:** Assist Westfield Russian and Ukrainian refugees by providing translation, issue resolution, transportation, and inclusion in event/activities.

**Legal assistance:** To complete immigration applications and petitions, including citizenship applications, family-based petitions, and green card applications.

**Matching Grant:** Integrated employment assistance, case management, and cash assistance for 4 to 6 months to help refugees obtain self-sufficiency.

**Refugee Reception and Placement (R&P):** Resettlement, case management, placements, referrals, housing, medical appointments and screening, and cultural orientation.

**Supplemental Nutrition Assistance Program:** The SNAP-Ed program provides nutrition education series throughout the community to primarily low-income individuals and in low-income areas. The goal is to

improve the likelihood that all people eligible for SNAP make healthy food choices within a limited budget and choose physically active lifestyles.

**\*ORI funded services** provide services to qualified refugees and other immigrants such as case management, employment services, social services, and citizen support. Programs include CRES, CNAP, ESSP, MassREAP, PEERS, RCS, RCM, RHPP, and TAG/F.

## Ascentria Care Alliance – Worcester Site

11 Shattuck St., Worcester, MA 01605  
774-243-3100

Lisa Ann Brennan  
774-243-3017  
lbrennan@ascentria.org

Hours of Operation: Monday – Friday 8:30 a.m.–5 p.m.  
Website: [www.ascentria.org](http://www.ascentria.org)  
Population served: Bhutanese, Congolese, Iraqis, Somalis, and other Refugees & Immigrants  
Languages Spoken by Staff: Arabic, French, Nepali, Somali and Swahili

**Agriculture Program:** New Lands Farm, and farmer collective, is a program designed to honor food traditions, earn supplemental income, and contribute to the local food system.

**Immigration and Legal Assistance Program:** Offers free and low-cost legal assistance and representation for asylum seekers, unaccompanied minors, victims of violent crime, domestic violence, or human trafficking.

**Microenterprise Development:** Provides refugee entrepreneurs with pre-loan technical assistance, micro loans, credit building services and business expansion and sustainability assistance.

**Refugee Reception and Placement (R&P):** Resettlement, case management, placements, referrals, housing, medical appointments and screening, and cultural orientation.

**\*ORI funded services** provide services to qualified refugees and other immigrants such as case management, employment services, social services, and citizen support. Programs include CNAP, CRES, ESSP, PEERS, MassREAP, RCM, RSI, and TAG/F.

## Berkshire Immigrant Center

88 South St., Pittsfield, MA 01201  
413- 445-4881

Hilary Greene  
413- 884-4577  
hilary@berkshireic.com

Hours of Operation: Monday – Thursday 9 a.m. – 3 p.m.  
Website: [www.berkshireic.org](http://www.berkshireic.org)  
Population served: Immigrants and refugees and family members in the Berkshire County area  
Languages Spoken by Staff: Spanish and Russian

**Community Connector Program:** Assists local immigrant and refugee population to connect with community services to promote financial stability and strengthened families.

**Conexiones Positivas:** Provides a support network for Latino families to empower them to participate more fully in the Berkshire County community. It also offers human service agencies the opportunity to outreach to and become more familiar with the Latino community and to provide support and information on services available for their families.

**Immigration Benefits Services:** Board of Immigration Appeals Accredited Representatives provide consultations and legal representation for USCIS applications including Adjustment of Status, Alien Relative Petitions and Consular Processing, TPS, DACA, Green card renewals, Petitions to Remove Conditions on Residence, etc.

**Monthly Legal Walk-in Clinics:** Free consultations with an attorney for those with legal questions about immigration, divorce, personal injury, workers' rights, criminal law, or any other legal issue.

**\*ORI funded services** provide citizenship support to qualified refugees and other immigrants including the CNAP program.

### Bosnian Community Center for Resource Development, Inc.

20 Wheeler St., 4<sup>th</sup> floor, Lynn, MA 01902  
781-593-0100 ext.3  
office@bccrd.org

Dr. Adnan Zubcevic  
617-487-2175  
Azubcevic@comcast.net

|                            |                                                                                                                  |
|----------------------------|------------------------------------------------------------------------------------------------------------------|
| Hours of Operation:        | Monday – Friday 9 a.m. – 5 p.m.                                                                                  |
| Website:                   | www.bccrd.org                                                                                                    |
| Population served:         | Bhutanese, Macedonians, and other Refugees & Immigrants                                                          |
| Languages Spoken by Staff: | Albanian, Arabic, Bosnian, Croatian, Dzongkha, Dari, Farsi, Hindi, Macedonian, Nepali, Urdu, Russian and Spanish |

**English as Second Language (ESL) Classes:** Clients are welcome from elderly and disabled group of refugees or otherwise unemployable groups. This program is free and is taught by agency's interns and volunteers. Classes run once a week and are free of charge.

**Employment and Training program (ET):** Helps prepare refugees to search for jobs. Assist with services that include: teaching computer basic skills, resume writing and job search with interview preparation one on one.

**Multi-Ethnic Cultural Center program (MECC):** Cultural and expressive arts program for all refugee groups. Utilizes cultural heritage and skills from original countries to promote mental health and wellness as well as a therapeutic tool for expression of trauma in a non-verbal and non-intrusive way.

**Massachusetts Behavioral Health Partnership- Community Services Provider (MBHP-CSP):** A contract with MBHP/Family Continuity Program that provides opportunities for members from refugee communities to be trained and educated in providing direct case support/ management services to respective communities.

**Volunteer and Internship Program:** We provide opportunities for volunteers and interns interested in pursuing human services professions in their future.

**\*ORI funded services** provide social services and citizenship services to qualified refugees and other immigrants. Programs include CNAP, RCS, and RHPP.

## Catholic Charities Archdiocese of Boston

275 West Broadway, South Boston, MA 02127  
617-464-8100

Marjean Perhot, [marjean\\_perhot@ccab.org](mailto:marjean_perhot@ccab.org)  
Khiet Dang, [khiet\\_dang@ccab.org](mailto:khiet_dang@ccab.org)

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.ccab.org](http://www.ccab.org)  
Population served: All Refugee & Immigrant populations  
Languages Spoken by Staff: Arabic, Burmese, Haitian Creole, Spanish and Vietnamese

**Refugee Reception and Placement (R&P):** Resettlement, case management, placements, referrals, housing, medical appointments and screening, and cultural orientation.

For more than 110 years, Catholic Charities has continued its mission of building a just and compassionate society rooted in the dignity of all people. The agency provides nearly 100 programs and services throughout Eastern Massachusetts. These services respond to the needs of the poor and working poor, provide supportive services to children and families, and assist refugees and immigrants as they become active participants in their communities. Our programs for immigrants include adult education, basic needs, child care, nurse assistant/home health aide training, immigration consultation and representation, interpreter services, and counseling. Catholic Charities serves all those in need regardless of faith. Last year, Catholic Charities served more than 200,000 people in need, regardless of faith. To learn more, visit [ccab.org](http://ccab.org)

**\*ORI funded services** provide case management services to qualified refugees and other immigrants including the RCM program.

## Catholic Charities Diocese of Springfield

65 Elliot St., Springfield, MA 01105  
413-452-0572

Kathryn Buckley-Brawner, [k.brawner@diospringfield.org](mailto:k.brawner@diospringfield.org)  
Laura Robertson, [l.robertson@diospringfield.org](mailto:l.robertson@diospringfield.org)

Hours of Operation: Monday – Friday 9 a.m. – 4:30 p.m.  
Website: [www.diospringfield.org/Ministries/cca/](http://www.diospringfield.org/Ministries/cca/)  
Population served: All Refugee & Immigrant populations  
Languages Spoken by Staff: French, Kirundi, Polish, Spanish and Swahili

**Refugee Reception and Placement (R&P):** resettlement, case management, placements, referrals, housing, medical appointments and screening, and cultural orientation.

Catholic Charities services respond to the needs of the poor and marginalized. We provide welcome and supportive to all eligible households. We assist Refugee and Immigrant families in their journey to become fully participating and thriving members of their new community. Our programs include adult education, basic needs, immigration consultation, interpreter services, employment development, and counseling.

**\*ORI funded services** provide case management services to qualified refugees and other immigrants including the RCM program.

## Catholic Charities Worcester County

10 Hammond St., Worcester, MA 01610  
508-798-0191

Tim McMahon  
508-798-0191  
tcmahon@ccworc.org

Hours of Operation: Monday – Friday 8:30 a.m. – 5 p.m.  
Website: [www.ccworc.org](http://www.ccworc.org)  
Population served: Refugee & Immigrant populations  
Languages Spoken by Staff: French, Indian, Nepali and Vietnamese.

Catholic Charities Worcester County is a multi-service nonprofit organization with a variety of programs and services to help the low-income, vulnerable and refugee and immigrant populations. Some of the program and services include:

**Emergency Stabilization/Homeless Prevention Program:** Assist with basic needs services, including food pantry and clothes closet, budgeting assistance, financial education and case management.

**Immigration Services:** Assist with various immigration applications through accredited BIA representatives. The agency is a member of the Catholic Legal Immigration Network, Inc. (CLINIC)

**Refugee Reception and Placement (R&P):** Resettlement, case management, placements, referrals, housing, medical appointments and screening, and cultural orientation.

**Citizenship for New Americans Program:** Catholic Charities provides comprehensive citizenship services which include citizenship classes both day and evening in Worcester and Milford.

**\*ORI funded services** provide case management and citizenship services to qualified refugees and other immigrants including the RCM and CNAP program.



## Center for New Americans

42 Gothic St., Northampton, MA, 01060

Laurie Millman

413-587-0084

laurie@cnam.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.

Website: [www.cnam.org](http://www.cnam.org)

Population served: Refugee & Immigrant populations

Languages Spoken by Staff: French, Portuguese and Spanish

**Citizenship and immigration programs:** Including legal assistance with certain change of status applications, such as DACA.

**Classes in English for Speakers of Other Languages (ESOL):** In four program sites (Amherst, Northampton, Greenfield, and Turners Falls); instruction in technology; individual tutoring, and conversation groups.

**Education and Career Counseling:** Career pathways classes to help immigrants prepare for and obtain living wage jobs in growth industries.

**\*ORI funded services** provide citizenship support services to qualified refugees and other immigrants including the CNAP program.

## Congolese Development Center

20 Wheeler St. 4<sup>th</sup> Fl. Suite 401 Lynn MA, 01902  
781-593-0100

Eric Kamba, [ekamba@aol.com](mailto:ekamba@aol.com)

Viviane Kamba, [vitkamba@yahoo.com](mailto:vitkamba@yahoo.com)

Hours of Operation: Monday – Saturday 10 a.m. – 3 p.m.

Website: [www.cd-c.org](http://www.cd-c.org)

Population served: Burundians, Congolese, Rwandans, and other Refugees & Immigrants

Languages Spoken by Staff: French, Kikongo, Lingala, Swahili and Tshiluba

**CDC Community Gardening project:** Provide Refugees & Immigrants with and without agrarian background with basic gardening education and communal garden plots to grow vegetable. CDC also educate about nutrition and healthy choices for individuals and families.

**\*ORI funded services** provide social services to qualified refugees and other immigrants. Programs include PEERS, RCS, and RHPP.

## Department of Children and Families

600 Washington St., 6<sup>th</sup> Floor Boston, MA 02111  
617-748-2435

Mary Doherty  
mary.doherty@massmail.state.ma.us

Hours of Operation: Monday – Friday 8:45 a.m. – 5 p.m.  
Website: [www.mass.gov/eohhs/gov/departments/dcf](http://www.mass.gov/eohhs/gov/departments/dcf)  
Population served: Families and Children

DCF supports children ages 0 - 18 and 18 - 21 previously involved with DCF. Eighty-five percent of all children receiving DCF services remain in their home.

**DCF Programs:** Adolescent Services, Adoption/Guardianship, Domestic Violence Services, Foster Care Housing Stabilization Services, Family Support & Stabilization Services, and Out of Home Placements. DCF has 5 regional offices and 29 area offices across the Commonwealth. There is one central office located in Boston that provides support to the field offices.

**\*ORI funded services** provide case management services to qualified refugees and other immigrants including the URMP program.

## Department of Public Health – Refugee & Immigrant Health

305 South St., Jamaica Plain, MA 02130  
617-983-6596

Jennifer Cochran  
jennifer.cochran@state.ma.us

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.mass.gov/mdph/refugee](http://www.mass.gov/mdph/refugee)  
Population served: Refugee & Immigrant populations  
Languages Spoken by Staff: Arabic, Spanish and Vietnamese

The Refugee Health Assessment Program is designed to remove the barriers that prevent new arrivals from accessing early medical diagnosis and treatment. The health assessment is a refugee's first point of contact with the US health system, and the comprehensive history, evaluation, education and recommendations for follow-up care facilitate appropriate utilization. Further, the health assessment plays an important role in linking refugees with primary health care. Health assessment services are delivered through a network of nine DPH-contracted providers, mostly community health centers.

**\* ORI funded services** provide health assessment services to qualified refugees and immigrants through RHA program.



## East Boston Ecumenical Community Council

50 Meridian St., Ste. B-1 E Boston, MA 02128  
617-567-2750 Ext. 222

Frank Ramirez  
framirez@ebecc.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.ebecc.org](http://www.ebecc.org)  
Population served: Spanish, and other Refugees and Immigrants  
Languages Spoken by Staff: Spanish

**Immigrations Assistance:** Help from accredited counselors in obtaining work permits and green cards, reuniting families, and becoming a U.S. citizen.

**Latina ESL and Adult Education Program:** Offer beginning-level English classes for mothers while babysitters care for their children in nearby playrooms. Our Adult Education Program conforms to a very high demand for ESOL classes in East Boston's immigrant neighborhood, as learning English is a predominant necessity in the quest for Citizenship among Latinos. EBECC, in addition to offering a morning program to Latina moms with young children, is offering two evenings and Saturday morning program to working men and women who cannot attend classes during normal hours or the week. The operation of Levels I and II on Saturdays advance the accomplishment of our adult education's goals.

**!Nuestra Voz Cuenta / Our Voice Counts:** Help in registering to vote, education about the voting process, and support for improving East Boston through civic participation.

**\*ORI funded services** provide citizenship support to qualified refugees and other immigrants including the CNAP program.

## Edward M. Kennedy Community Health Center

19 Tacoma, Worcester MA 01605  
1-800-853-2288

Antonia McGuire  
508-854-2122  
toni.mcguire@kennedychc.org

Hours of Operation: Varies by location  
Website: [www.kennedychc.org](http://www.kennedychc.org)  
Population served: Brazilian, Guatemalan, Ghanaian, and other Refugees & Immigrants  
Languages Spoken by Staff: Albanian, Amharic, Arabic, Cape Verdean, Fante, Farsi, Filipino, French, Hebrew, Hindi, Italian, Kannada, Kikuyu, Malayalam, Nepali, Polish, Portuguese, Spanish, Tigrinya, Telugu, Russian, Vanda and Zulu

**Behavioral Health:** Services provided for adults, adolescents, and children include: outpatient counseling for individuals, couples, and families; psychiatric evaluation and ongoing medication management; and culturally competent behavioral health treatment for non-English speaking patients.

**Dental:** Kennedy CHC provides comprehensive Pediatric and Adult Dental care. Services include: Dental Exams and Cleanings (Prophylaxis), Dental X-Rays, Oral Health Education, Urgent Dental Care, Fluoride Treatments, Fillings, Root Canals, Extractions, Crowns, Bridges, Mouth Guards, Partial and Full Dentures

**Medical Specialties:** Kennedy CHC works with a number of local specialists to provide specialty care in our facilities. Medical specialties include: cardiology, dermatology, infectious disease, obstetrics and gynecology, optometry and ophthalmology, podiatry, pulmonology.

**Nutrition Counseling:** Nutrition counseling is available to all children and adults who receive primary medical care at Kennedy CHC. Our nutritionists have expertise in prenatal nutrition, breastfeeding support, pediatric nutrition, eating disorders and weight management, as well as chronic diseases including diabetes, hypertension, and HIV/AIDS.

**Primary care:** Primary care services include preventive care, routine checkups, immunizations, and management of acute and chronic illnesses.

**Urgent Care:** Urgent care is also available for health center patients who have an injury or illness that requires immediate care but is not serious enough to warrant a visit to a hospital emergency room.

**Youth Education programs:** Community Programs are the health center's Worcester-based prevention, outreach and health education programs provided at sites throughout the community. By maintaining a presence in local schools, Community Programs develops and maintains Youth Development and Peer Leadership programs.

**Pharmacy:** The Kennedy CHC pharmacy program provides both an on-site pharmacy at our health center in Worcester and an affiliate (contracted) pharmacy, Eaton Apothecary, in the Framingham community. This allows us to provide our patients access to steeply discounted medications

**\*ORI funded services** provide health services to qualified refugees and other immigrants including the RHAP and RHP program.

## Eritrean Community Center

590 Shawmut Ave, Roxbury Ma, 02118  
617-427-1210

Berhane Haile  
857-334-3052  
bhaile@eccboston.org

Hours of Operation: Tuesday – Sunday 1 p.m. – 11 p.m.  
Website: [www.eccboston.org](http://www.eccboston.org)  
Population served: Eritreans, Ethiopians, Somalis, and other Refugees & Immigrants  
Languages Spoken by Staff: Amharic and Tigrinya

**Cultural Events:** ECC provides annual cultural events plus it observes Women's Int'l day and MLK-Day.

**Women's Empowerment:** This program provides basic literacy for women and other supportive programs like sewing classes.

**\*ORI funded services** provide social services to qualified refugees and other immigrants including the RCS program.

## Ethiopian Community Mutual Assistance Association, Inc.

614 Massachusetts Avenue, Suite 202, Cambridge, MA 02139  
617-492-4232

Binyam Tamene  
617-492-4232  
binyam.ecmaa@gmail.com

Hours of Operation: Monday – Friday 9 a.m. – 4 p.m.  
Website: [www.Mecmaa.org](http://www.Mecmaa.org)  
Population served: Ethiopians, and other Refugees & Immigrants  
Languages Spoken by Staff: Amharic and Arabic

**Information/Referral Service:** This program is funded by the City of Cambridge (Community Development Block Grant) to provide information/referral service to the growing number of low-income Cambridge residents of Ethiopian refugees & Immigrants. The services provided include: access to housing, ESL classes, employment training, legal services, health care and other services available in the larger community.

**\*ORI funded services** provide social services to qualified refugees and other immigrants including the RCS and RHPP programs.

## Haitian American Public Health Initiatives, Inc.

1601-1603 Blue Hill Ave, Mattapan MA 02126  
617-298-8076

Jean Marc Jean-Baptiste  
617-298-8076 X 25  
jeanmarc.jnbaptiste@haphi.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.haphi.org](http://www.haphi.org)  
Population served: Haitians, and other Refugees & Immigrants  
Languages Spoken by Staff: Haitian Creole and French

**English as a Second Language (ESL):** Provides English as a Second Language (ESL) Monday Through Friday to recently arrived Haitians and Non-Haitians.

**Health Education:** Provides health education and workshops; organize and participate in community forums and events; Inform and refer clients to health care facilities and other services.

**Haitian Family Support Program:** Provides case management, outreach advocacy and support for Haitian children who are mentally challenged and their family. The program seeks to educate service providers and members of the Haitian community on issues surrounding mental retardation to increase social understanding and support.

**Food Pantry:** HAPHI works with Greater Boston Food Bank to provide limited food distribution to its clients and the larger community.

**Summer Youth Program:** Provides activities during the summer such as arts and craft, sports, poetry, leadership, etc. The program's goal is to decrease youth violence during the summer.

**Youth Education and Work Empowerment:** Provides educational assistance to Haitian youth as well as career exploration and job search.

**\*ORI funded services** provide services to qualified refugees and other immigrants such as social services and citizen support. Programs include CNAP, and RHPP.

### Immigrants Assistance Center, Inc.

58 Crapo St., New Bedford, MA. 02740  
(508) 996-8113  
Info@IAC1971.org

Helena DaSilva Hughes  
508-996-8113  
Info@IAC1971.org

Hours of Operation: Monday – Friday 8:30 a.m. – 4:30 p.m.  
Website: ImmigrantsAssistanceCenter.org  
Population served: Brazilians, Cape Verdeans, and other Refugees & Immigrants  
Languages Spoken by Staff: French, Cape Verdean Creole, Portuguese and Spanish.

**Access to every type of social service:** To help non-English speaking clients access information and services for any problem or need. The Immigrants' Assistance Center, Inc. is a vital link between the non-English speaking community and all of the other public and private human service agencies and providers in the area.

**Immigrants Assistance Services:** Citizenship Education, General Case Management, Elderly Services, Health Services, Deportation Support Services, Language support at high schools through the A.M.I.G.O.S. Project.

**\*ORI funded services** provide citizenship support to qualified refugees and other immigrants including the CNAP program.

### International Institute of New England – Boston Site

2 Boylston Street 3<sup>rd</sup> floor, Boston, MA 02116  
617-695-9990

Jeff Thielman  
jthielman@iine.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: www.iine.us  
Population served: Afghans, Burmese, Iraqis, Somalis, Sudanese, and other Refugees & Immigrants  
Languages Spoken by Staff: French, Nepali, Romanian, Spanish and Turkish.

**Bridges to Business Program (BtB):** The goal of the BtB program is to assist low-income entrepreneurs from Massachusetts start, expand, strengthen, and/or stabilize their businesses by providing one-on-one technical assistance and workshops on micro-entrepreneurship, business plan development, financial management, marketing, and time management.

**Citizenship Program:** The Citizenship Program is geared towards assisting clients navigate the naturalization process, understand rights and responsibilities of an American Citizen, pass the English,

civics, reading, and writing tests, be successful in the naturalization interview, and increase their reading and writing skills. Three cycles are offered per year with a schedule to be determined.

**Refugee Reception and Placement (R&P):** Resettlement, case management, placements, referrals, housing, medical appointments and screening, and cultural orientation.

**Hospitality Training Program (HTP):** Is a 6-week skills training program geared toward placing individuals in the Hospitality industry. Three cycles are offered per year.

**Service Industry Training Program (SITP):** Is a 16-week skills training program geared toward placing individuals in the Healthcare, Banking, or Hospitality industries. The program runs once a year.

**English for Employment Program (EFE):** is an ESOL program that offers contextualized instruction in job readiness. Classes are held 42 weeks of the year. There are three levels of Listening/Speaking classes and three levels of Reading/Writing classes. Enrollment is open year-round.

**\*ORI funded services** provide services to qualified refugees and other immigrants such as case management and employment services. Programs include CRES, RCM, and TAG/F.

## International Institute of New England – Lowell Site

15-17 Warren St., Lowell, MA  
978-459-9031

Jeff Thielman  
617-695-9990  
jthielman@iine.us

Hours of Operation: Monday – Thursday 9 a.m. – 5 p.m.  
Friday 9 a.m. – 1:30 p.m.

Website: [www.iine.us](http://www.iine.us)

Population served: Afghans, Burmese, Iraqis, Syrians and other Refugees & Immigrants

Languages Spoken by Staff: Arabic, French, Khmer and Swahili

**Citizenship Program:** Assists clients with applying for citizenship through form and documentation review and group citizenship form processing clinics done in partnership with Greater Boston Citizenship Initiative.

**Refugee Reception and Placement (R&P):** Resettlement, case management, placements, referrals, housing, medical appointments and screening, and cultural orientation.

**The Refugee School Success Program (RSI):** Is comprised of daily homework help, mentoring, and social/emotional supports for students plus an additional parent information component. It also includes a Fellows program that provides additional training to a core group of youth leaders as we support their pursuit of college, career certification, and higher education.

**Stitching Studio:** Is a training program that assesses and teaches basic sewing skills for employment in the garment industry. Skills are taught by an instructor in a small group setting with hands on practice on a sewing machine.

**\*ORI funded services** provide services to qualified refugees and other immigrants such as case management, employment services, social services, and citizen support. Programs include CRES, RCM, RHPP, and TAG/F.

## Irish International Immigrant Center

100 Franklin St., LL-1, Boston, MA 02110  
617- 542-7654

Ronnie Millar  
rmillar@iicenter.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.iiicenter.org](http://www.iiicenter.org)  
Population served: Refugee & Immigrant populations  
Languages Spoken by Staff: Albanian, Haitian Creole, French and Spanish

**Education Services:** The IIC's Education Services program offers classes in English for Speakers of Other Languages, Citizenship Preparation, and Career Advancement/Computer Skills.

**Immigration Legal Services:** Immigration Legal Services offers comprehensive, professional, and confidential services for U.S. immigration and citizenship legal issues.

**Learning Exchange Programs:** The IIC sponsors young Irish people through the J-1 Intern Work and Travel program and supports the students in all aspects of their program both in preparing for, and throughout, their year in the U.S.

**Wellness Services:** The IIC's Wellness Services program offers counseling services, substance abuse programs, health screenings, as well as Home Health Aid courses.

**\*ORI funded services** provide citizenship support to qualified refugees and other immigrants including the CNAP program.

## Jewish Family Service of Metrowest

475 Franklin St. Suite 101, Framingham, MA 01702  
508-875-3100

Marc Jacobs  
508-875-3100 x140  
mjacobs@jfsmw.org

Hours of Operation: Monday – Friday 8:30 a.m. – 4:30 p.m.  
Website: [www.jfsmw.org](http://www.jfsmw.org)  
Population served: Egyptians, Iraqis, Ukrainians, Syrians, and other Refugees & Immigrants  
Languages Spoken by Staff: Arabic, French, Portuguese, Russian and Spanish

**Adoption Choices:** Is a licensed child placement agency within JFSMW. JFSMW facilitate domestic infant adoptions and can serve anyone who resides in MA.

**Geriatric Care Management:** Is a fee based service that provides assessment, care planning, and ongoing case management to elders and their families.

**Homecare:** Works to create and implement a complete plan of care tailored to the needs of each elder. Trained staff assists clients with tasks such as bathing, grooming, toileting, dressing, and other needs on either a long or short-term basis.

**Healthy Aging:** The Healthy Aging program offers an array of community-based programs meant to improve the health of seniors living in the Metrowest area. Services include a Patient Navigator program (a volunteer medical escort program), Friendly Visitor (a volunteer companion for elders and disabled adults), wellness and prevention programs, and lunch and learn seminars.

**Family Assistance Network:** The Family Assistance Network provides confidential and respectful assistance to individuals and families in Metrowest to help them meet short-term challenges resulting from urgent financial difficulties.

**Reducing Achievement Gaps:** Comprehensive system of interventions for low-income elementary aged students and their families. Program activities include after-school programs, food security, and parent involvement and outreach.

**Ready for Success:** This program provides work-ready clients ages 55 and up who are at mid to late career status and facing long-term unemployment or underemployment.

**Refugee Reception and Placement (R&P):** Resettlement, case management, placements, referrals, housing, medical appointments and screening, and cultural orientation.

**\*ORI funded services** provide services to qualified refugees and other immigrants such as case management and citizenship support. Programs include RCM, and CNAP.

## **Jewish Family Service of Western Massachusetts**

15 Lenox St., Springfield, MA 01107  
413-737-2601  
info@jfswm.org

Maxine Stein  
413-737-2601  
m.stein@jfswm.org

Hours of Operation: Monday 9 a.m. – 6 p.m.  
Tuesday – Thursday 9 a.m. – 5 p.m.  
Friday 9 a.m. – 4 p.m.  
Website: [www.jfswm.org](http://www.jfswm.org)  
Population served: Afghans, Bhutanese, Iraqis, Somalis, and other Refugees & Immigrants  
Languages Spoken by Staff: Amharic, Arabic, Farsi, French, Karin, Kirundi, Kiswahili, Nepali and Somali.

**Community Support/Cultural Broker for Refugees:** This program provides individualized community support services to refugee individuals and families in follow-up to the initial 90 day resettlement services. Agency's multicultural staff works closely with community providers to develop a comprehensive service plan to foster independence and wellness for every individual and family.

**Counseling:** JFS is known for compassionate, caring and professional counseling services. Counseling offers support to individuals, families and couples across the economic spectrum.

**Refugee Reception and Placement (R&P):** Resettlement, case management, placements, referrals, housing, medical appointments and screening, and cultural orientation.

**Elder Care:** Many people count on us to help them assess and find ways to solve problems regarding their own or loved ones well-being. The changing face of our community requires a multitude of services from Guardianship and Geriatric Care Management to crisis intervention.

**\*ORI funded services** provide services to qualified refugees and other immigrants such as case management, employment services, and social services. Programs include CRES, PEERS, RCS, RCM, RHPP, RSI, and TAG/F.

## Jewish Vocational Service

75 Federal St. 3<sup>rd</sup>, Floor Boston, MA 02110  
617-399-3300

Jerry Rubin  
617-399-3131  
jrubin@jvs-boston.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.jvs-boston.org](http://www.jvs-boston.org)  
Population served: Dominicans, Haitians, Iraqis, Somalis, and other Refugees & Immigrants  
Languages Spoken by Staff: Amharic, Bosnian, Cape Verdean Creole, Croatian, Chinese, French  
German, Hebrew, Haitian Creole, Italian, Lithuanian, Portuguese, Russian,  
Spanish and Vietnamese.

**Career Solution:** Wide array of free and low-cost workshops ([www.careersolution.org](http://www.careersolution.org))

**Bridges to College:** A 23-week college preparation program which provides adult learners with the academic, social and financial competencies needed to succeed in higher education and ultimately transition into meaningful employment.

**ESOL Program:** Offers Basic, Beginning, Intermediate, & Advanced Classes of ESOL. Students practice all skill areas to prepare for next steps in employment or further educational opportunities. Computer instruction is integral to the curriculum.

**Certified Nursing Assistant Training Program:** Curriculum at JVS will consist of 100 hours of ESOL, plus computers, customer service, geriatric education, and medical terminology and anatomy.

**Hospitality Training Program:** Theoretical training (one week) and job shadowing (three weeks) for hotel positions. Career coaching provided during and after program.

**Transitions to Work:** A training program for 9-12 weeks for clients Between 18 and 35, that have a documented disability, completed high school, have transportation or can travel independently, can work a minimum of 20 hours per week.

Bank Teller Training Program and an Adult Diploma Program, Pharmacy Technician Training Program

**\*ORI funded services** provide employment services to qualified refugees and other immigrants. Programs include CRES, ESSP, MassREAP and TAG/F.



## Lowell Public Schools

155 Merrimack St., Lowell, MA 01852  
978-674-2108

Jaana Thorarensen  
jthorarensen@lowell.k12.ma.us

Hours of Operation: Monday – Friday 8 a.m. – 4 p.m.  
Website: www.Lowell.k12.ma.us  
Population served: All populations

**Core Values of the Lowell Public Schools:** All students can perform at high standards, given sufficient time and support. All teachers can teach to high standards, given the right conditions and support.

**Core Services:** Communication, Oversight, and Shared Leadership that promote excellence in teaching and learning, resulting in improved academic achievement for students. Response to Instruction Model that allows for targeted instruction for all students and results in excellence in teaching and learning and improved academic achievement for students. Narrowing of the achievement and growth gaps for high needs student populations.

**The Refugee School Impact Grant:** provides funding for services for refugee and immigrant students in the Lowell Public Schools.

**\*ORI funded services** provide social services to qualified refugees and other immigrants including the RSI program.

## Massachusetts Alliance of Portuguese Speakers

1046 Cambridge St., Cambridge, MA 02139  
617-864-7600

Paulo Pinto  
617-864-7600  
ppinto@maps-inc.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: www.maps-inc.org  
Population served: Brazilians, Cape Verdeans, Portuguese, and other Refugees & Immigrants  
Languages Spoken by Staff: Cape Verdean Creole, Portuguese and Spanish.  
MAPS has offices in Somerville, Brighton, Dorchester, Lowell, Cambridge and Framingham

**Intimate Partner Abuse Education Program:** Batterer Intervention, Driver Alcohol Education, Domestic Violence & Sexual Assault Services, Elder Services/Cambridge Senior Center, Family Support Services and In-Home Therapy, HIV/STI Prevention & Screening, Immigrant Integration Services, and Medical Case Management for individuals living with HIV/AIDS.

**\*ORI funded services** provide citizenship support to qualified refugees and other immigrants including the CNAP program.

## Massachusetts Immigrant and Refugee Advocacy Coalition

105 Chauncy St., 9<sup>th</sup> Floor, Boston, MA 02111  
617-350-5480

Eva Millona  
617-350-5480  
emillona@miracoalition.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.miracoalition.org](http://www.miracoalition.org)  
Population served: Refugee and Immigrant Populations  
Languages Spoken by Staff: Spanish

**Justice AmeriCorps:** program placing AmeriCorps attorneys at legal service organizations to provide legal representation for unaccompanied minors.

**New Americans Integration Program:** AmeriCorps program placing members at non-profits throughout the state to provide ESOL & citizenship assistance.

**\*ORI funded services** provide citizenship support to qualified refugees and other immigrants including the CNAP program.

## MassHealth Member and Provider Services

100 Hancock St., 8<sup>th</sup> Floor, Quincy, MA 02171  
617-847-1250

Sheila Sullivan  
617-847-1250  
Sheila.sullivan@state.ma.us

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.mass.gov/eohhs/gov/departments/masshealth](http://www.mass.gov/eohhs/gov/departments/masshealth)  
Population served: Haitians, Russians, and other Refugees & Immigrants  
Languages Spoken by Staff: Cambodian, French, Russian and Spanish

**Children’s Medical Security Plan (CMSP):** Provides health insurance for primary and preventive care for children and teenagers who do not have health care coverage.

**Health Safety Net:** Pays Massachusetts acute hospital and community health centers for certain health care services provided to low-income patients.

**Massachusetts Health Connector:** Provides access to health and dental insurance plans for individuals, families, and small businesses.

**\*ORI funded services** provide transitional medical coverage for refugees ineligible for Medicaid during the first 8 months after arrival through RMA program.

## Massachusetts Office for Refugees & Immigrants

600 Washington St., 4<sup>th</sup> Floor, Boston, MA 02111  
617-727-7888

Mary Truong  
617-727-7888  
mary.truong@state.ma.us

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.mass.gov/eohhs/gov/departments/ori](http://www.mass.gov/eohhs/gov/departments/ori)  
Population served: Refugee and Immigrant Populations  
Languages Spoken by Staff: Arabic, Cape Verdean Creole, French, Haitian Creole, Russian, Spanish and Vietnamese

**Contracted Services:** Our office contracts services for refugees and other immigrants such as case management, employment services, and social services, and citizenship support to qualified providers. See program descriptions on page 2.

## Merrimack Valley Immigrant and Education Center

439 S. Union ST, BLD 2, Basement, Lawrence MA 01843

Judy Chmielecki  
978-683-7316  
Judy@mviiec.org

Hours of Operation: Monday – Thursday 7:30 a.m. – 2:30 p.m., Fridays by appointment  
Website: <http://mviiec.org/>  
Population served: Refugee and Immigrant populations  
Languages Spoken by Staff: Chinese, Khmer, Spanish, and Vietnamese

Services provided INCLUDE: ESOL, Elder Outreach, Youth Writing AND Workplace/Vocational ESOL.

**\*ORI funded services** provide citizenship support to qualified refugees and other immigrants including the CNAP program.

## Refugee & Immigrant Assistance Center – Boston Site

31 Heath St., 3<sup>rd</sup> floor, Jamaica Plain, MA 02130  
617-522-8500

Mariam Gas  
617-238-2430  
Mgas@riacboston.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.riacboston.org](http://www.riacboston.org)  
Population served: Afghans, Burmese, Congolese, Iraqis, and other Refugees & Immigrants  
Languages Spoken by Staff: Arabic, Farsi, Krio and Somali

**Community Support Services Lynn and Boston:** The program works in the community with refugees helping them access needed health care and mental health programs.

**Children’s Hospital Partnership:** Children’s Hospital contributes to research aimed at better understanding Somali family and community needs and ways mental health issues can be addressed.

**Community Counseling:** Community-based mental health and social support created to serve the unique needs of Refugees & Immigrants.

**Citizenship Program:** Application assistance for naturalization, naturalization interview preparation help, and other support services such as interpretation and referrals.

**Domestic Violence Prevention & Education:** The purpose is to empower and provide information to the refugee/immigrant community about domestic violence and offer direct support to victims.

**English for Speakers of Other Languages (ESOL):** offers evening ESOL classes for adults who speak at a high beginner or intermediate level of English.

**Refugee Reception and Placement (R&P):** Resettlement, case management, placements, referrals, housing, medical appointments and screening, and cultural orientation.

**The Muslim-African Women's Network for Safety, Advocacy, & Protection (MAWNSAP):** Training to community-based service providers, criminal justice agencies and others who work with Muslim-African women who are victims/survivors of domestic violence, sexual assault, stalking and/or dating violence.

**\*ORI funded services** provide services to qualified refugees and other immigrants such as case management and social services. Programs include RCM, RCS, RHPP, RSI, and YAS.

### Refugee & Immigrant Assistant Center – Worcester Site

340 Main St., #802, Worcester, MA 01608  
508-756-7708

Mariam Gas  
508-756-7557  
Mgas@riacboston.org

|                            |                                                                          |
|----------------------------|--------------------------------------------------------------------------|
| Hours of Operation:        | Monday – Friday 9 a.m. – 5 p.m.                                          |
| Website:                   | <a href="http://www.riacboston.org">www.riacboston.org</a>               |
| Population served:         | Bhutanese, Congolese, Eritreans, Iraqis, and other Refugees & Immigrants |
| Languages Spoken by Staff: | Arabic, Hindi, Nepali and Somali                                         |

**Post Resettlement Services:** Staff with the help of volunteers and college interns provides on-going assistance and support to those refugees and refugee families needing help. Direct assistance, interpretation, medical case management, information and referral, employment counseling and cultural orientation are offered.

**Refugee Reception and Placement (R&P):** Resettlement, case management, placements, referrals, housing, medical appointments and screening, and cultural orientation.

**\*ORI funded services** provide case management services to qualified refugees and other immigrants including the RCM program.

## Russian Community Association of MA

20 Wheeler St., Suite 401, Lynn, MA 01902  
617-727-7888

Serge Bologov, Serge.bologov@gmail.com  
617-285-2227  
Natasha Soolkin, Natasha.rcam@gmail.com

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.rcamlynn.org](http://www.rcamlynn.org)  
Population served: Afghans, Iraqis, Somalis, Sudanese, and other Refugees & Immigrants  
Languages Spoken by Staff: Arabic, Burmese, Farsi, Italian, Karen, Nepali, Pashtu, Russian, Spanish, Swahili and Tigrinya

**\*ORI funded services** provide services to qualified refugees and other immigrants such as employment services, social services, and citizen support. Programs include CNAP, CRES, ESSP, PEERS, RCS, RHPP, RSI, TEAMWorks! and YAS.

## Somali Development Center

205 Green St., Boston, MA 02130  
617-522-0700  
[sdcboston@yahoo.com](mailto:sdcboston@yahoo.com)

Abdi Yusuf  
617-938-7573  
[Abdi@sdcboston.org](mailto:Abdi@sdcboston.org)

Hours of Operation: Monday – Thursday 9 a.m. – 5 p.m.  
Website: [www.sdcboston.org](http://www.sdcboston.org)  
Population served: Eritreans, Ethiopians, Somalis, Sudanese, and other Refugees & Immigrants  
Languages Spoken by Staff: Amharic, Arabic, Somali and Tigrinya

**Road to Economic Self Sufficiency (RESS):** This program is a culturally based education and employment program designed to educate and increase the employment opportunities for young Somali and East African adults. RESS is their bridge to success and economic self-sufficiency. This program receives limited & competitive funding from the city of Boston.

**The Somali Women Rising (SWR):** This Program is designed to empower Somali and other East African refugee women to live successfully in their American community, and encourage self-sufficiency. This year-long program offers women language and literacy education and life skills classes in a culturally-safe space that builds tangible English and social skills.

**The First Step:** Encompasses an ESOL & Civics classes for adult/parent students ranging in age from 18 - 65 years of age. Many of our beginning students are not literate in either English or their heritage languages such as Somali, Amharic and some other African languages. Classes are held 4 times a week for two hours.

**\*ORI funded services** provide services to qualified refugees and other immigrants such as social services and citizen support. Programs include CNAP, RCS, RHPP and YAS.

## Southern Sudanese Solidarity Organization

20 Wheeler St., Suite 401 Lynn, MA 01902  
781-593-0100 Ext. 19

James L Modi M Sc,  
781-913-6048  
smamawoh@aol.com

Hours of Operation: Monday, Tuesday, Thursday 9 a.m. – 5 p.m.  
Wednesday 9:30 a.m. – 4:30 p.m.  
Friday 9 a.m. – 4 p.m.

Website: [www.sssomass.com](http://www.sssomass.com)

Population served: Liberians, Sierra Leoneans, Sudanese, and other Refugees & Immigrants

Languages Spoken by Staff: Arabic, Creole and Dinka

**Massachusetts Behavior Health Partnership Program (MBHP):** SSSO provides Community Support Program those clients determine to have some mental health medical necessities. The CSP services helps clients to learn how to access Medical/Health services in different Hospitals and Health Centers and services in Local Community Resources.

**Urban Gardening:** The Organization work with clients in producing Organic vegetables in the raise beds where they use the produces for their consumption and sell surplus locally in the community. These raise beds act as forum for sharing adjustment information among clients.

**\*ORI funded services** provide social services to qualified refugees and other immigrants. Programs include RCS and RHPP.

## United Neighbors of Fitchburg (Cleghorn Neighborhood Center)

18 Fairmount St., Fitchburg, MA 01420  
978-342-2069

Joana Dos Santos  
978-342-2069  
Joana\_d@cleghorncenter.org

Hours of Operation: Monday – Thursday 9 a.m. – 5 p.m.

Website: [www.cleghorncenter.org](http://www.cleghorncenter.org)

Population served: All are welcomed, serving mostly Latino immigrants

Languages Spoken by Staff: Spanish

**On the Road to Self-Sufficiency:** Provides advocacy, empowerment, food, clothing, referrals, translation and other critical services to residents in need.

**Empowerment through Education:** Offers diverse personal and professional adult educational opportunities, and free A-Z citizenship assistance through its Citizenship Preparation Program.

**The Cleghorn Youth Center:** Provides academic support, leadership development and mentoring to youth (5-18) through its Teen, KIDZ and Summer UP programs.

**\*ORI funded services** provide citizenship support to qualified refugees and other immigrants including the CNAP program.

## West Springfield Public Schools

26 Central St., West Springfield 01089  
413-263-3290  
marcus@wsps.org

Michael Richard, Superintendent of Schools  
Colleen Marcus, ELL Director

Hours of Operation: Elementary Schools 8:05 a.m. – 3:05 p.m.,  
Middle School 7:35 a.m. – 2:35 p.m.  
High School 7:05 a.m. – 2:05 p.m.  
Website: [www.wsps.org](http://www.wsps.org)  
Population served: Russians, Spanish and Nepalese  
Languages Spoken by Staff: Arabic, Russian, Spanish and Nepali

English Language Learners (ELL) Parent classes and family support translators are offered throughout the school year and during the summer months as well. Before and after-school tutoring and social events are held throughout the school year. In addition, ELL Summer School is offered for five weeks each summer and is open to all ELL students grades k-12.

**\*ORI funded services** provide social services to qualified refugees and other immigrants including the RSI program.

## Westfield Public Schools

22 Ashley St., Westfield, MA 01085  
413-263-3290

Susan Moore  
413-896-8140  
s.moore@schoolsofwestfield.org

Hours of Operation: Monday – Friday 8 a.m. – 4 p.m.  
Website: [www.schoolsofwestfield.org](http://www.schoolsofwestfield.org)  
Population served: Russians, Bhutanese and Spanish  
Languages Spoken by Staff: Arabic, Nepali, Russian and Spanish

English Language Learners (ELL) Parent classes and family support translators are offered throughout the school year and during the summer months as well. Before and after-school tutoring and social events are held throughout the school year. In addition, ELL Summer School is offered each summer and is open to all ELL students grades k-12.

**\*ORI funded services** provide social services to qualified refugees and other immigrants including the RSI program.

## Workforce Central Career Center – City of Worcester

340 Main St., Suite 400, Worcester MA, 01608  
508-799-1600

Kathleen Jackson  
508-373-7664  
kjackson@workforcecentralma.org

Hours of Operation: Monday – Thursday 8:45 a.m. – 5 p.m.  
Friday 9:30 a.m. – 5 p.m.  
Website: [www.workforcecentralma.org](http://www.workforcecentralma.org)  
Population served: All populations  
Languages Spoken by Staff: Albanian, French, Spanish and Vietnamese

**Community Services:** Workforce Central Career Center recognizes that locating the right employees is critical to every company's continued success. The agency's Business Services Unit provides full services to connect companies with qualified applicants.

**Employment Services:** Workforce Central Career Center's team of experienced staff provides employment services for the City of Worcester and the 37 surrounding towns at one of 3 central locations: Worcester, Milford or Southbridge.

**Job Search:** Workforce Central Career Center provides employment services for both job seekers and employers.

**\*ORI funded services** provide employment services to qualified refugees and other immigrants including the TAG/F program.



## Office for Refugee Resettlement

Regional Office: Boston  
15 New Sudbury St., Suite 2000 Boston, MA 02203  
617-565-1020

Julie Munro, Regional Representative  
julie.munro@acf.hhs.gov  
617-565-3671

Hours of Operation: Monday - Friday 8 a.m. - 4:30 p.m.  
Website: [www.acf.hhs.gov/orr](http://www.acf.hhs.gov/orr)  
Areas served: Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, and Vermont

The Office of Refugee Resettlement (ORR) provides new populations with the opportunity to maximize their potential in the United States, supporting critical resources to assist them in becoming integrated members of American society. ORR provides time-limited cash and medical assistance to new arrivals, including refugees, asylees, certain Amerasian immigrants, Cuban and Haitian Entrants, Afghani and Iraqi Special Immigrant Visa (SIV) holders, and Victims of Human Trafficking (referred to collectively as “refugees”), as well as support for case management services, English as a Foreign Language classes, and job readiness and employment services.

ORR also supports programs to serve Refugees all eligible populations beyond the first eight months post-arrival, including micro-enterprise development, ethnic community self-help, services for older refugees, refugee school impact assistance, and agricultural partnerships. In addition, ORR provides specialized services for survivors of torture, unaccompanied refugee minors, unaccompanied alien children, and repatriated U.S. citizens and their dependents.

From the ACF Region 1 office in Boston, ORR Regional staff provide direct support and oversight across the six New England states and New York to State-administered programs that deliver assistance and services to eligible clients, all designed to facilitate their employment and self-sufficiency as quickly as possible following entry to the United States.

## United States Citizenship and Immigration Service

15 New Sudbury St., Suite 900 Boston, MA 02203  
617-565-9430  
Boston.communityrelations@uscis.dhs.gov

James McCament  
617-565-9430  
john.j.mccarthy@uscis.dhs.gov

Hours of Operation: Monday - Friday 8 a.m. - 4:30 p.m.  
Website: [www.uscis.gov](http://www.uscis.gov)  
Population served: Maine, New Hampshire, Massachusetts, and Rhode Island

**The Community Relations and Engagement Division** is responsible for developing and maintaining collaborative relationships with community-based organizations, faith-based and advocacy groups, employer and employee associations, ESL/Civics instructors, international, business, legal, and law enforcement entities, and all other stakeholders who have daily interactions with the Agency and its customers. This includes directing and facilitating stakeholder interaction at the headquarters, regional, and district levels. This division also manages a national network of USCIS Community Relations Officers (CROs) who forge critical local partnerships, inform stakeholders, and relay external feedback to the Agency.

## EOHHS State Agencies

|                                                                                                  |                                                                                                 |                                                                      |
|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| Executive Office of Health & Human Services<br>One Ashburton Place, 11th Floor, Boston, MA 02108 |                                                                                                 | Marylou Sudders – Secretary<br>Phone: 617-573-1600                   |
| <b>DCF</b>                                                                                       | Department of Children & Families<br>600 Washington St. Boston, MA 02111                        | Linda S. Spears – Commissioner<br>Phone: 617-748-2000                |
| <b>DMH</b>                                                                                       | Department of Mental Health<br>25 Stanford St. Boston, MA 02114                                 | Joan Mikula – Commissioner<br>Phone: 617-626-8000                    |
| <b>DPH</b>                                                                                       | Department of Public Health<br>250 Washington St. Boston, MA, 02108                             | Monica Bharel – Commissioner<br>Phone: 617-624-6000                  |
| <b>DTA</b>                                                                                       | Department of Transitional Assistance<br>600 Washington St. Boston, MA 02111                    | Jeff McCue – Commissioner<br>Phone: 617-348-8400                     |
| <b>DVS</b>                                                                                       | Department of Veterans Services<br>600 Washington St. Boston, MA, 02111                         | Francisco Urena –Secretary<br>Phone: 617-210-5480                    |
| <b>DYS</b>                                                                                       | Department of Youth Services<br>600 Washington St. Boston, MA 02111                             | Peter Forbes – Commissioner<br>Phone: 617-727-7575                   |
| <b>EOEA</b>                                                                                      | Executive Office of Elder Affairs<br>One Ashburton Place, Boston, MA 02108                      | Alice F Bonner – Secretary<br>Phone: 617-727-7730                    |
| <b>MCB</b>                                                                                       | Massachusetts Commission for the Blind<br>600 Washington St. Boston, MA, 02111                  | Paul Saner – Commissioner<br>Phone 1800-392-6556 TDD                 |
| <b>MCDHH</b>                                                                                     | Massachusetts Commission for the Deaf & Hard of Hearing,<br>600 Washington St. Boston, MA 02111 | Heidi L. Reed – Commissioner<br>Phone: 617-740-1700 TTY              |
| <b>MRC</b>                                                                                       | Massachusetts Rehabilitation Commission<br>600 Washington St. Boston, MA, 02111                 | Kasper Goshgarian – Interim Commissioner<br>Phone: 617-204-3603      |
| <b>MassHealth</b>                                                                                | Office of Medicaid (MassHealth)<br>One Ashburton Place, Boston, MA 02108                        | Dan Tsai – Assistant Secretary for MassHealth<br>Phone: 617-573-1800 |
| <b>ORI</b>                                                                                       | Office of Refugees & Immigrants<br>600 Washington St. Boston, MA 02111                          | Mary Truong - Executive Director<br>Phone: 617-960-3260              |

THANK YOU!

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ORI WOULD LIKE TO  
THANK THE FOLLOWING  
PARTNERS IN SUPPORT  
OF OUR WORK.



Governor Charles Baker, Lieutenant Governor Karyn Polito,  
Executive Office of Health and Human Services (EOHHS) Secretary Marylou Sudders,  
Governor's Advisory Council on Refugees and Immigrants,  
Office of Refugee Resettlement,  
ORI Service Providers, Interns, volunteers and supporters.

Charles D. Baker, Governor  
Karyn Polito, Lieutenant Governor  
Marylou Sudders, Secretary  
Mary Truong, Executive Director



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## ***MASSACHUSETTS OFFICE FOR REFUGEES AND IMMIGRANTS***

***600 Washington St. 4<sup>th</sup> floor Boston, MA 02111, Phone: 617-727-7888***

For more information or to download this provider directory – visit

***[www.mass.gov/ORI](http://www.mass.gov/ORI)***

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