

**Charles D. Baker**  
Governor

**Karyn Polito**  
Lieutenant Governor



**Marylou Sudders**  
Secretary

**Mary Truong**  
Executive Director



# COMMUNITY PARTNERS DIRECTORY

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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**  
Governor

**KARYN E. POLITO**  
Lieutenant Governor

**MARYLOU SUDDERS**  
Secretary

Tel: (617) 727-7888  
Fax: (617) 727-1822  
TTY: (617) 727-8147

**MARY TRUONG**  
Executive Director

April 6, 2020

Dear Community Partners and Friends,

ORI Community Partners Directory continues to be used widely by many diverse constituents. Therefore, we try to update it as often as possible to have accurate information.

This new edition features a list of all ORI programs with a brief description of each, followed by a list of the providers that offer each program. After, the directory lists each provider more thoroughly, including their contact information and location. It is our hope that this directory will allow community partners and stakeholders to collaborate in order to best serve the immigrants and refugees residing in Massachusetts. Every effort has been made to ensure that this directory is accurate and up to date. This third edition is special because it includes ORI's new partners for the current program as well as the newest addition to ORI's portfolio of programs.

A special thanks goes to **Painters & Allied Trades** for their continued financial support of this Directory. I also would like to take this opportunity to thank each of our service providers, community supporters, and the ORI staff for their diligent work in serving the refugees and immigrants in the Commonwealth of Massachusetts.

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 the Community Partners Directory to share with your network.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Mary Truong".

Mary Truong  
Executive Director

## Massachusetts Office for Refugees & Immigrants (ORI)

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/ORI](http://www.mass.gov/ORI)  
Population served: Refugee and Immigrant Populations  
Languages Spoken by Staff: Arabic, Amharic, French, Haitian Creole, Russian, Spanish, Tigrinya and Vietnamese

The mission of the Massachusetts Office for Refugees and Immigrants (ORI) is to promote the full participation of refugees and immigrants as self-sufficient individuals and families in the economic, social, and civic life of Massachusetts. Refugee and immigrant populations frequently face pre-and post-migratory obstacles which may impact their capacity to effectively integrate into their new communities. ORI provides funds to direct service providers to serve refugees in their communities with the goal of self-sufficiency and integration.

Since the establishment of the Massachusetts Office for Refugees and Immigrants (ORI) in 1985, the Office worked diligently to foster a public environment that recognizes and supports the ethnic and cultural diversity of the state. Recently, approximately 1,000 new refugees and immigrants arrive in Massachusetts each year with recent arrivals coming from the Democratic Republic of the Congo, Haiti, Afghanistan, Ukraine, and El Salvador.

ORI is primarily funded through the federal Office of Refugee Resettlement which supports a wide range of services for refugees and immigrants. ORI also receives state funding in support of citizenship and employment services for refugees and immigrants residing in the Commonwealth. For the first time, ORI received private funding from the Generation Fund in 2017 to implement the multi-year “Financial Literacy for Newcomers (FLN)” program. The FLN program is designed to develop partnerships with community based organizations and financial institutions to deliver basic financial education and support to refugees and immigrants in the Commonwealth.

The following page describes programs and services administered by ORI and provided directly to eligible refugees and immigrants by the service provider network throughout Massachusetts.

## 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, employment services and enhanced vocational skill trainings leading to early and long-term economic self-sufficiency.

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

**English Language Training for Integration (ELT-I):** Provide ELT services to eligible refugees in order to support self-sufficiency and successful integration into their communities of resettlement.

**Financial Literacy for Newcomers (FLN):** Provides culturally and linguistically appropriate financial literacy content to refugees and immigrants.

**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 employment referral to eligible populations, and administration of refugee cash assistance

**Refugee Community Services (RCS):** Provides 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 (RHPP):** 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 MassHealth, 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.

**Refugee Youth Mentoring (RYM):** Matches refugee youth between the ages of 15-24 with positive adult mentors to promote positive civic and social engagement, and support individual educational/career development and independent living skills.

**Unaccompanied Refugee Minors 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)

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▪ Berkshire Immigrant Center . . . . .	
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○ Essex County	29
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▪ New American Association of Massachusetts, Inc. . . . .	
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▪	Multicultural resource Center . . . . .	
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○	<i>Worcester County</i>	20
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<b>Refugee Case Management (RCM)</b>		
○	<i>Hampden County</i>	
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▪	Catholic Charities Agency of the Diocese of Springfield . . . . .	38
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○	<i>Suffolk County</i>	36
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▪	New American Association of Massachusetts, Inc. . . . .	36
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▪ .	
▪ Somali Development Center . . . . .	
▪ .	
▪ Haitian American Public Health Initiatives, Inc. . . . .	
▪ .	

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

○ Department of Public Health . . . . .	
▪ .	

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

○ <i>Essex County</i>	
▪ Congolese Development Center. . . . .	
▪ .	
▪ New American Association of Massachusetts, Inc. . . . .	
▪ .	
▪ Southern Sudanese Solidarity Organization . . . . .	
▪ .	
○ <i>Hampden County</i>	
▪ Ascentria Care Alliance – West Springfield Site . . . . .	
▪ .	
▪ Jewish Family Service of Western Massachusetts . . . . .	
▪ .	
○ <i>Middlesex County</i>	

▪	International Institute of New England – Lowell Site . . . . .	
○	<i>Suffolk County</i>	
▪	Haitian American Public Health Initiatives . . . . .	
▪	Somali Development Center . . . . .	
▪	Refugee and Immigrant Assistance Center – Boston Site . . . . .	
○	<i>Worcester County</i>	
▪	African Community Education Program . . . . .	
▪	Edward M. Kennedy Health Center . . . . .	
<b>Refugee Medical Assistance (RMA)</b>		
○	Office of Medicaid (MassHealth) . . . . .	
<b>Refugee School Impact (RSI)</b>		
○	<i>Essex County</i>	
▪	New American Association of Massachusetts, Inc. . . . .	
○	<i>Hampden County</i>	
▪	Jewish Family Service of Western Massachusetts . . . . .	
▪	West Springfield Public Schools . . . . .	
○	<i>Middlesex County</i>	
▪	Lowell Public Schools . . . . .	
○	<i>Suffolk County</i>	
▪	Refugee and Immigrant Assistance Center – Boston Site . . . . .	
○	<i>Worcester County</i>	
▪	African Community Education Program . . . . .	
▪	Ascentria Care Alliance – Worcester Site . . . . .	
<b>Refugee Youth Mentoring (RYM)</b>		
○	<i>Essex County</i>	
▪	New American Association of Massachusetts, Inc. . . . .	
○	<i>Hampden county</i>	
▪	Jewish Family Services of Western Massachusetts . . . . .	

- *Middlesex County*
  - International Institute of New England – Lowell Site. . . . .
  - .
- *Suffolk County*
  - East Boston Ecumenical Community Council . . . . .
  - ..

**Youth Adjustment Services (YAS)**

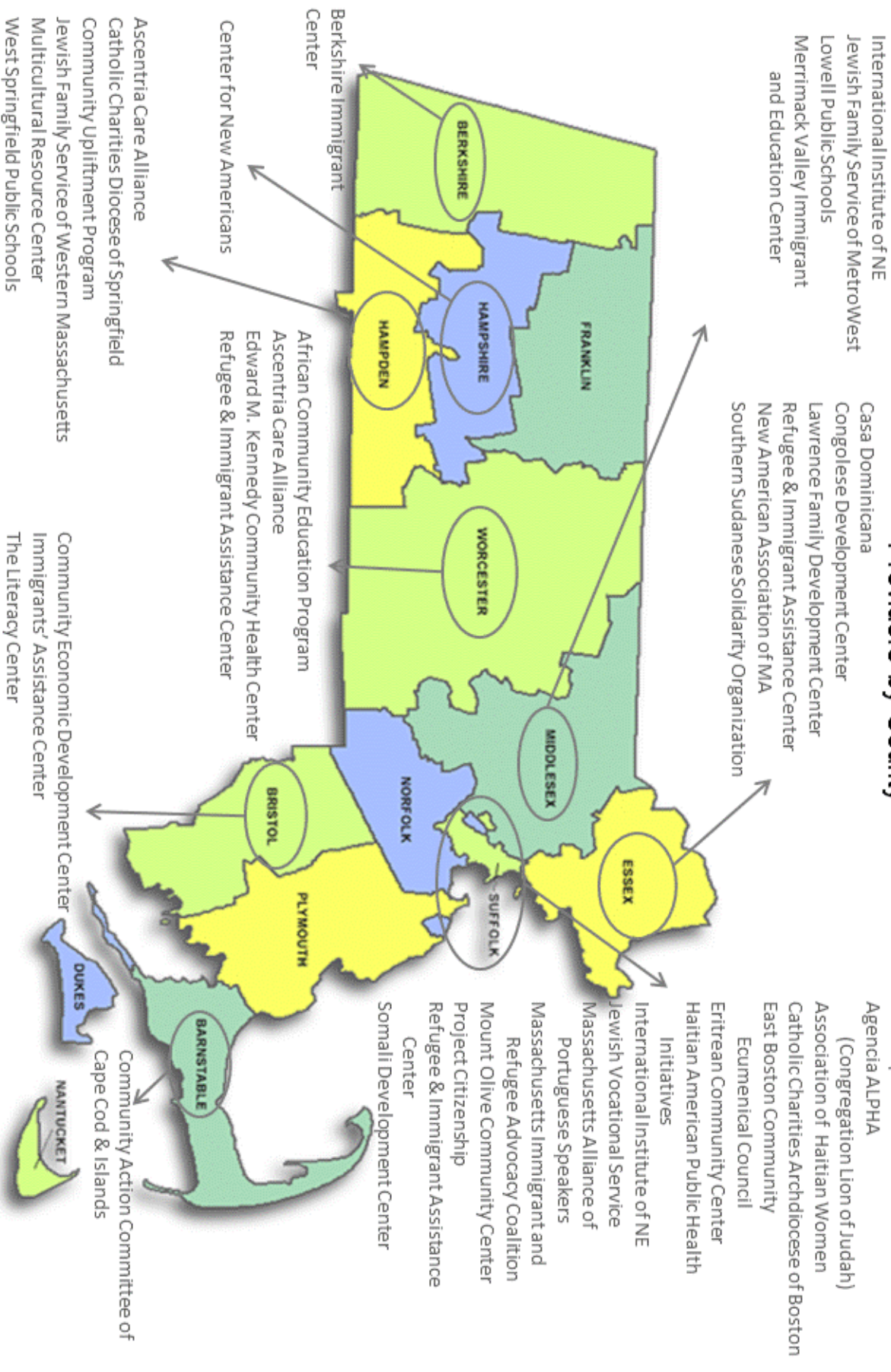
- *Essex County*
  - New American Association of Massachusetts, Inc. . . . .
  - .
- *Suffolk County*
  - Somali Development Center . . . . .
  - ..
  - Refugees and Immigrant Assistance Center– Boston Site . . . . .
  - .

**Unaccompanied Refugee Minors Program (URM)**

- *Hampden County*
  - Department of Children and Families . . . . .
  - ..

## MASSACHUSETTS OFFICE FOR REFUGEES AND IMMIGRANTS

### Providers by County



## Action for Boston Community Development, Inc.

178 Tremont Street, Boston, MA 02111-1093  
617-348-6000

John J. Drew  
john.drew@bostonabcd.org

Hours of Operation: Monday – Friday 9:00 a.m. – 5:00 p.m.  
Website: www.bostonabcd.org  
Population served: Albanians, Bangladeshis, Cape Verdeans, Colombians, Dominicans, Haitians, Jamaicans, Kenyans, Moroccans, Salvadorans, and other Refugees & Immigrants  
Languages Spoken by Staff: Cape Verdean Creole, Chinese, Haitian Creole, Portuguese, Russian, Spanish, and Vietnamese

**Citizenship and Immigration Services:** The program offers immigration services, with the primary focus on naturalization process, at five locations: Parker Hill/Fenway Neighborhood Service Center in Roxbury; Boston Hispanic Center in Jamaica Plain; East Boston Area Planning Action Council in East Boston; Mystic Valley Opportunity Center in Malden, MA; Mattapan Family Service Center in Mattapan, MA. In addition to providing naturalization assistance, including civics classes and interview preparation, ABCD provides assistance with green card renewals and certificates of citizenship.

**ABCD Services:** Immigration Services, English for Speakers of Other Languages (ESOL) Classes, Job Readiness, Job Search Assistance and Training, Youth Education and Employment Programs, Head Start and Early Head Start, Childcare Referral and Voucher Programs, Elder Housing, Senior Centers, Foster Grandparents Program, Fuel Assistance, Foreclosure Prevention Counseling, Housing Assistance, Emergency Food Pantries, and Income Tax Preparation.

**\*ORI funded services** provide citizenship support to eligible refugees and immigrants.

## African Community Education Program

484 Main St., #355, Worcester, MA 01608  
acorneliussen@acechildren.org

Kaska Yawo  
508-459-2284  
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  
Population served: Burundians, Congolese, Somalis, Rwanda and other Refugees & Immigrants  
Languages Spoken by Staff: Ewe, French, Kirundi, Kinyarwanda, Krahnn, Swahili and Twi

**Programs and Services:** After School Program, Saturday Program, Mentoring Program, Summer Reading Program, Summer Workforce Development Program, Family Education Program, Family Outreach Services.

**\*ORI funded services** provide social services to eligible refugees and immigrants.

### Agencia ALPHA (Congregation Lion of Judah)

62 Northampton St., Suite H 101, Boston, MA 02118

617-522-6382

info@agenciaalpha.org

Patricia Sobalvarro

617-522-6382

psobalvarro@agenciaalpha.org

Hours of Operation: Monday – Thursday 9:30 a.m. – 5:00 p.m.

Saturday 9:30 a.m. – 3:00 p.m.

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

Population served: Dominicans, Guatemalans, Nepalese, Salvadorans, Turks, and other Refugees & Immigrants

Languages Spoken by Staff: English and Spanish

**ALPHA Immigrant Center:** Program offers citizenship instruction and naturalization assistance in Boston and East Boston. Other legal services include family petitions, green card renewals, and Deferred Action/Temporary Protected Status (TPS) applications.

**\*ORI funded services** provide citizenship support to eligible refugees and immigrants.

### Ascentria Care Alliance – West Springfield Site

425 Union St., Floor D, West Springfield, MA 01089

413-787-0725

Scott Isbrandt

774-243-3038

SIsbrandt@ascentria.org

Hours of Operation: Monday – Friday 9:00 a.m. – 5 p.m.

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

Population served: Bhutanese, Iraqis, Ukrainian, Syrians, and other Refugees & Immigrants

Languages Spoken by Staff: Arabic, Kiswahili, Moldovan, Nepali, Polish, Russian, Spanish, Ukrainian

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

**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 eligible refugees and immigrants such as case management, employment services, social services, and citizen support. Programs include CNAP, CRES, ESSP, FLN, PEERS, RCS, RCM, and RHPP.

## Ascentria Care Alliance – Worcester Site

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

Scott Isbrandt  
774-243-3038  
SIsbrandt@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, Bengali, Dari, Farsi, French, Hindi, Kinyamulenge/Kinyarwanda, Kirundi, Nepali, Pashto, Portuguese, Russian, Somali, Spanish, Swahili and Vietnamese

**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.

**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 eligible refugees and immigrants, such as case management, employment services, social services, and citizen support. Programs include CNAP, CRES, ESSP, FLN, PEERS, RCM, RSI, and SAS.

## Association of Haitian Women, Inc.

330 Fuller Street, Dorchester, Massachusetts, 02124  
617-287-0096

Carline Desire  
Cdesire@afab-kafanm.org

Hours of Operation: Monday – Thursday 10 a.m. – 6 p.m.  
Friday 10 a.m. – 6 p.m.  
Website: [www.afab-kafanm.org](http://www.afab-kafanm.org)  
Population Served: Haitians and other Refugees & Immigrants  
Languages Spoken by Staff: French and Haitian Creole

**Adult Education:** ESOL, Haitian Creole Literacy, Computer classes, New Immigrants Support Group.

**Domestic Violence Prevention:** Haitian women Roundtable on Domestic Violence and Sexual Assault, Support Group, Counseling, Domestic Violence Prevention Forum, Clergy Breakfast.

**Community Outreach & Youth Development:** Tutoring, Leadership Development.

**\*ORI funded services** provide financial literacy training to refugees and immigrants.



## Berkshire Immigrant Center

67 East St., Pittsfield, MA 01201  
413- 445-4881

Michelle Lopez  
director@berkshireic.com

Hours of Operation: Monday – Thursday 9 a.m. – 1 p.m. and by appointment  
Website: [www.berkshireic.com](http://www.berkshireic.com)  
Population served: Immigrants and refugees and family members in the Berkshire County area  
Languages Spoken by Staff: Spanish (many other languages available by prior request)

**Area of Legal Assistance:** Adjustment of Status, Consular Processing, Deferred Action for Childhood Arrivals (DACA), Employment authorization, Family-based petitions, Naturalization/Citizenship, Temporary Protected Status (TPS). Help completing forms Filings with USCIS.

**Community Connector Program:** Assists local immigrant and refugee population to connect with community services to promote financial stability and strengthened families, provides in house workshops as well as community presentations throughout the year on various topics relating to welcoming and serving our local immigrant population

**\*ORI funded services** provide citizenship support to eligible refugees and immigrants.

## Casa Dominicana

404 Haverhill Street, Lawrence MA  
978-794-5399

Ana Medina  
AMedina@glts.net

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Saturday 9 a.m. – 12 p.m.  
Population served: Dominicans, Puerto Ricans, and South & Latin American Communities  
Languages Spoken by Staff: Spanish

**English as Second Language (ESL) Classes:** Classes are available for immigrant and refugee communities in and around Lawrence, MA. This program is free. Classes run twice a week

**Citizenship and Civics Classes:** Classes are available to immigrants and refugees preparing for the Naturalization process. This class will prepare students to complete the United States Citizenship and Immigration Services application and interview process.

**\*ORI funded services** provide ESL and citizenship services to eligible refugees and immigrants.

## 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: Chinese, Haitian Creole, Spanish, Vietnamese, staff have access to over 60 languages.

**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. 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.

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

## Catholic Charities Agency of the 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. They provide welcome and support to all eligible households. They assist Refugee and Immigrant families in their journey to become fully participating and thriving members of their new community. Programs include adult education, basic needs, immigration consultation, interpreter services, employment development, Financial Literacy for Newcomers, and counseling.

**\*ORI funded services** provide case management services to eligible refugees and immigrants including CRES, FLN, and RCM programs.

## Center for New Americans

42 Gothic St., Northampton, MA 01060  
413-587-0084

Laurie Millman  
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, employment authorizations and green card renewals

**Classes in English for Speakers of Other Languages (ESOL):** At 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 eligible refugees and immigrants including the ELT-I and CNAP programs.

## Community Action Committee of Cape Cod & Islands

372 North Street, Hyannis, MA 02601  
(508) 771-1727

Collin Mickle  
(508) 771-1727  
cmickle@cacci.cc

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

Website: [www.cacci.cc](http://www.cacci.cc)

Population served: Refugee & Immigrant populations

Languages Spoken by Staff: Albanian, Bulgarian, Portuguese, Romanian, Russian, Serbian and Spanish

**Legal assistance:** Provide legal advice, counsel, and representation to individuals with cases or applications before USCIS, CBP, or the Executive Office of Immigration Review. Supported case types include asylum, removal defense, VAWA, U visas, adjustment of status, naturalization, family reunification through the National Visa Center, work permits, visa extensions, etc.

**Naturalization exam preparation classes:** A six-week series of classes, taught in English with available foreign-language support, to prepare qualified applicants for the naturalization exam. Includes information regarding U.S. history, civics, English vocabulary, and preparation for the interview portion, as well as assistance with Form N-400, Form N-648, and others.

**\*ORI funded services** provide financial literacy training to refugees and immigrants.

## Community Economic Development Center

1285 Acushnet Ave, New Bedford, MA 02746  
(508) 979-4684  
cedcfamilia@gmail.com

Corinn Williams  
corinncedc@gmail.com

Hours of Operation: Monday – Friday 9 a.m. – 6 p.m.  
Website: [www.cedcnewbedford.org](http://www.cedcnewbedford.org)  
Population served: Refugees and immigrants primarily from Central America and Caribbean  
Languages spoken by Staff: Spanish, Portuguese, Cape Verdean Kriolu, and Maya K'iche

**English for Speakers of Other Languages ( ESOL):** Adult program 2 times a week, free of charge. Volunteer tutors work one-on-one or in small groups to develop English speaking, writing and reading skills geared to different levels. Also includes a Citizenship preparation class.

**Immigrant Support Network:** Walk and by appointment direct services for information, assistance and referral on health care, immigration, education, legal, housing, public safety, and employment issues. CEDC is a BIA Recognized and Accredited Organization.

**Immigrant Small Business Technical Assistance:** Provides one-on-one assistance in Spanish to start up and existing small businesses. Helps small business owners navigate permitting issues, taxes, insurance and a wide variety of issue to help these businesses start up and grow.

**VITA Tax Preparation:** Offers free tax season preparation and year round dispute resolution on tax issues. CEDC is a Certifying Acceptance Agent for the IRS- Individual Taxpayer Identification Number to enable immigrants not eligible for a Social Security Number to file taxes.

**First-Time Homebuyer Workshops:** CEDC offers the only first-time homebuyer certification in Spanish south of Boston. Certification helps to pre-qualify for first-time homebuyer mortgages and down payment assistance.

**\*ORI funded services** provide financial literacy training to refugees and immigrants.

## Community Upliftment Program, Inc.

465 Belmont Avenue, Springfield, MA 01108  
413 784-3301  
communityupliftment@outlook.com

Subash Mahji  
413 218-9375  
majhisubu2009@yahoo.com

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.comunityupliftment.org](http://www.comunityupliftment.org)  
Population served: Bhutanese, Burmese, Congolese, Indian, Iraqis, Nepali, Somalis,  
and other Refugees & Immigrants  
Languages spoken by Staff: Dzongkha, Nepali, Hindi, Arabic and Burmese

**English as Second Language (ESL) Classes:** Assistance are welcome from all age groups, the elderly and LGBT refugees. The program is free and is taught by the agency's staff, interns and volunteers.

**Job Readiness and Employment Placement:** Help refugees with job readiness training, resume writing, teaching basic computer skills and job search.

**Multi-Ethnic Cultural Program:** Cultural programming representing a variety of refugee ethnic groups to promote mental health and wellness. Nepali classes for ages 5-18 free of charge.

**Volunteers and Internship Program:** Provides opportunities for volunteers and interns interested in pursuing human services professions in their future or contribute to the effective organization of the agency.

**\*ORI funded services** provide financial literacy training to refugees and immigrants.

## Congolese Development Center

330 Lynnway, Suite 302, Lynn MA, 01901  
781-593-0100 Ext. 11

Eric Kamba  
ekamba@aol.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:** Provides Refugees & Immigrants with and without agrarian background with basic gardening education and communal garden plots to grow vegetables. CDC also provides education about nutrition and healthy choices for individuals and families.

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

## Department of Children and Families

600 Washington St., 6<sup>th</sup> Floor Boston, MA 02111

Mary Doherty

617-748-2435

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 eligible refugees and immigrants including the URMP program.

## Department of Public Health

305 South St., Jamaica Plain, MA 02130  
617-983-6590

Jennifer Cochran

jennifer.cochran@state.ma.us

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

Website: <https://www.mass.gov/refugee-health>

Population served: Refugees, immigrants and Massachusetts residents

Languages Spoken by Staff: Somali, 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 during health assessment facilitates appropriate utilization, and is critical 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 eligible refugees and immigrants through RHA program.

## East Boston Ecumenical Community Council

282 Meridian St. 2<sup>nd</sup> Floor, East Boston, MA 02128  
781-593-0100

Frank M. Ramirez, MBA  
617-487-2175  
framirez@ebecc.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Saturdays 9 a.m. – 1 p.m.  
Website: [www.ebecc.org](http://www.ebecc.org)  
Population served: Latino/Hispanics, and other Refugees & Immigrants  
Languages Spoken by Staff: English and Spanish

**ASPIRING:** is a year-round, out-of-school-time program that promotes educational achievement by Latino immigrant students at East Boston High School (EBHS). The program offers: ESL instruction; study skills courses; homework help; open access to a computer lab; health promotion and social issue workshops; enrichment and recreational activities; counseling and advocacy services that address school, personal, and family issues. Program staff is based at EBHS four mornings a week during the school year and at EBECC's Youth Center at other times.

**Immigration Program:** assists eligible immigrants in taking advantage of opportunities to work legally, reunify with family members left behind in their homelands, and progress towards legal permanent residency and eventual naturalization. The program provides individuals with: information/referral and counseling; preparation of Temporary Protected Status cases (TPS); renewal of work permits for ABC asylum-eligible individuals; preparation of suspension of deportation cases for NACARA-eligible individuals; assistance with reunification of family members still in the homeland with those now in the U.S.; assistance with DACA preparations including referral to legal assistance.

**Latina ESL & Adult Education Program:** The program provides: beginning and high beginning-level ESL instruction; Spanish-language courses on women's health and parenting; and, on-site babysitting for children one week to five years of age concurrent to the ESL classes.

**GOALS:** A year-round organizing and leadership development program involving Latino immigrant students at EBHS and recent high school graduates. GOALS participants undertake a wide range of education, advocacy, and organizing activities that are linked to legislative advocacy efforts at the state and national levels.

**Parent Organizing Program:** promotes participation by Latino immigrant parents in East Boston in organizing to improve the Boston Public Schools (BPS).

**Nuestra Voz Cuenta/Our Voice Counts!:** Promotes the achievement of social change through participation in the electoral process.

**Citizenship Education & Adult Technology Programs:** The technology program promotes computer literacy and technology access.

**\*ORI funded services** provide social services to eligible refugees and immigrants including the CNAP and RYM programs.



## 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: Kennedy CHC provides services to anyone seeking care regardless of ability to pay.  
Languages Spoken by Staff: Albanian, Amharic, Arabic, Cape Verdean, Fante, Farsi, Filipino, French, Hebrew, Hindi, German, Gujarati, Italian, Japanese, Kannada, Malayalam, Nepali, Polish, Portuguese, Romanian, Spanish, Tamil, Telugu, Tigrinya, Twi, Urdu, Vietnamese, Vanda and Zulu. Staff interpreters and/or telephonic interpreter services available at all our sites.

**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. Substance Use Disorder outpatient treatment is also available.

**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 their 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. Their 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.

**HIV Services:** Through the Ryan White program, Kennedy CHC provides medical case management to people living with HIV.

**LGBTQ:** Kennedy CHC clinicians provide culturally competent care to LGBTQ+ individuals.

**Pharmacy:** Kennedy CHC provides on-site 340b pharmacy services at its health center in Worcester and through Eaton Apothecary at its Framingham facility, allowing the Health Center to provide patients access to steeply discounted medications

**\*ORI funded services** provide health services to eligible refugees and immigrants including the RHAP and RHPP 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 International Day and Martin Luther King 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 eligible refugees and immigrants including the RCS program.

## Haitian American Public Health Initiatives, Inc.

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

Jean Marc Jean-Baptiste  
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: French and Haitian Creole

**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 eligible refugees and immigrants such as social services and citizen support. Programs include CNAP, RCS and RHPP.

**Immigrants’ Assistance Center, Inc.**

58 Crapo St., New Bedford, MA 02740	Helena DaSilva Hughes
(508) 996-8113	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:	Cape Verdean Creole, French, 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 eligible refugees and immigrants including the CNAP program.

## International Institute of New England – Boston Site

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

Jeff Thielman  
jthielman@iine.us

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.iine.org](http://www.iine.org)  
Population served: Afghans, Burmese, Congolese, Colombians, Salvadorians, Haitians, Iraqis, Somalis, and other refugees & immigrants  
Languages Spoken by Staff: Arabic, Afaan Roomo, Dutch, French, Greek, Hebrew, Mandarin, Nepali, Portuguese, Romanian, Spanish and Swahili.

**Refugee Resettlement:** IINE resettles refugees who are fleeing persecution and conflict in their homelands and supports asylees seeking political protection in the U.S. IINE offers intensive case management services to help individuals overcome barriers and attain self-sufficiency in the obtainment of basic needs, services, and community supports.

**Unaccompanied Minors Program:** Our Boston-based Family Reunification Program reunites unaccompanied Central American children with family members or sponsors living in the U.S. One of the largest of its kind in the region, our program will reunite more than 100 families this year.

**English Language Training:** We provide English language classes to foreign-born students each year, with contextualized vocational emphasis that equips students with workforce language and cultural skills.

**Specialized Vocational Training:** Our vocational training programs in Boston and Lowell prepare students for careers in the hotel and healthcare industries, which offer family-sustaining wages, good benefits and opportunities for advancement.

**Legal Immigration Forms Service:** IINE fills an important gap in access to legal services by providing high-quality and affordable support for a range of immigration forms assistance, as well as full legal representation and the ability to represent clients before immigration courts and the Board of Immigration Appeals (BIA).

**\*ORI funded services** provide services to eligible refugees and immigrants such as social services and citizen support. Programs include RCM and CRES.

## International Institute of New England – Lowell Site

15-17 Warren St., Lowell, MA 01852

978-459-9031

Emma Tobin, Program Director

617- 801-5253

Jeff Thielman

617-695-9990

jthielman@iine.org

etobin@iine.org

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

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

Population served: Afghans, Burmese, Bhutanese, Congolese, Cubans, Haitians, Iraqis, Somalis, and other refugees & immigrants

Languages Spoken by Staff: Arabic, French, Haitian Creole, Luganda, Mandarin, Portuguese, Somali, Spanish, Urdu; all other languages available on an as-needed basis.

**Welcome & Early Stabilization:** The Welcome & Early Stabilization program provides a range of core services for refugees in their first 90 days after arrival, including housing, case management, referrals, medical appointments and screening, and cultural orientation.

**Case Management Services:** IINE – Lowell provides refugee clients with on-going case management for up to 12-months after arrival in the U.S. (or up to 5 years from arrival for high risk cases). Services include referrals to mainstream service agencies and assistance with needs related to housing, health, access to benefits, education, and beyond.

**Employment Services:** IINE – Lowell’s Employment Services team offers one-to-one and small-group coaching to conduct job searches, prepare applications, practice for and participate in interviews, arrange transportation to employment, and achieve career advancement.

**Adult Education:** IINE – Lowell offers English languages classes on-site 4 days per week, year-round. Classes utilize a contextualized curriculum integrating literacy and ESOL with cultural orientation, civics, and workforce readiness topics. IINE - Lowell also offers a Certified Nursing Assistant training program, in partnership with a local employer and community college that integrates healthcare training with ESOL and career readiness.

**Financial Literacy:** IINE – Lowell’s Individual Development Account (IDA) program offers refugee clients an opportunity to gain financial literacy skills while saving towards one of four assets: a vehicle, home, education, or small business investment. Savings are matched with federal dollars to expedite asset purchases and promote clients’ increased self-sufficiency.

**Legal Immigration Services:** The International Institute of New England offers an affordable legal immigration forms service in both Lowell and Boston, MA. IINE’s immigration attorney and accredited representatives provide consultations and assist client with a range of legal immigration forms including Green Card Applications, Employment Authorization Documents and Citizenship Applications.

**\*ORI funded services** provide services to eligible refugees and immigrants such as case management and employment services. Programs include CRES, ELT-I , RCM, RCS, RHPP and RYM.

## Jewish Family Service of Metrowest

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

Lino Covarrubias  
508-875-3100 x 140  
Lcovarrubias@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: Egyptian, Iraqis, Syrians, Ukrainians, 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 eligible refugees and immigrants such as case management and citizenship support. Programs include RCM and CNAP.

## Jewish Family Service of Western Massachusetts

15 Lenox St., Springfield, MA 01108  
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: Afghan, Bhutanese, Iraqis, Somalis, and other refugees & immigrants  
Languages Spoken by Staff: Amharic, Arabic, Burmese, Farsi, French, Hindi, Karin, Kinyarwanda, Kirundi, Kiswahili, Nepali, Somali, Spanish and Vietnamese

**Community Support/Cultural Broker for Refugees:** We pair refugees with our trained case workers who speak their language and understand their culture to provide individualized intensive community support services. Multicultural staff work closely with community providers ( medical and mental health professionals, transitional assistance agencies and educators) to link clients with assistance and develop and implement a comprehensive service plan.

**Counseling:** Individual, couple and family counseling, office based and in home counseling for older adults; in home therapy for youth – strength based family centered service for youth under the age of 21 who are struggling with behavioral or emotional challenges.

**Refugee Reception and Placement (R&P):** Resettlement, case management, employment including training and skills building, family reunification, ESL and school and health support and counseling. In addition, specialized support for youth and for refugee elders and for those refugees with more complex medical situations.

**Elder Care:** Geriatric assessment and aging in place consultation services, ( including in home counseling by a JFS social worker), Guardianship and conservatorship services in conjunction with the Office of Elder Affairs and Ma Protective Services, Caregiver support groups in the upper and lower Valley, Music and Memory program, specialized service for older adult refugees.

**Citizenship and Immigration Services:** Assistance and preparation for refugees and legal immigrants to prepare for citizenship and green card and family reunification petitions. Classes given in citizenship, ESL, English literacy, writing and grammar in preparation for citizenship. Accredited naturalization specialists and volunteers prepare naturalization petitions and provide instruction in American history and civics to prepare for citizenship exams.

**Trafficking Victim Assistance Program (TVAP):** Only provider in western Massachusetts to have a program to serve Survivors of Human Trafficking which includes social services, connections and financial assistance for those who have or who are in the process for a T-Visa.

**\*ORI funded services** provide services to eligible refugees and immigrants such as case management, employment services, and social services. Programs include CRES, PEERS, RCS, RCM, RHPP, RSI, RYM, and YAS.

## 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, Arabic, Bosnian, Cape Verdean Creole, Chinese, Croatian, French  
German, Haitian Creole, Hebrew, Hindi, Italian, Lithuanian, Portuguese,  
Russian, Spanish, Turkish and Vietnamese

**MassHire Downtown Boston:** Wide array of free and low-cost workshops  
(<https://masshiredowntownboston.org/> [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:** an Adult Diploma Program, Pharmacy Technician Training Program, and Food Service Training Program.

**\*ORI funded services** provide employment services to eligible refugees and immigrants. Programs include CRES and ESSP.



## Lawrence Family Development's Maria Quintana Family Center

404 Haverhill Street, Lawrence MA 01841  
978-224-8808

Zulma Liriano  
978-794-5339  
zliriano@quintanacenter.org

Hours of Operation: Monday – Thursday 9 a.m. to 8 p.m.  
Friday 8 a.m. to 4 p.m. Saturday 9:30 a.m. to 1 p.m.  
Website: [www.quintanacenter.org](http://www.quintanacenter.org)  
Population served: Refugees & Immigrants  
Languages Spoken by Staff: Spanish

**English as Second Language (ESL) Classes:** Four levels of ESL are provided, as needed, and taught by licensed education professionals. ESL classes are full immersion and incorporate civics education into the curriculum. ESL classes run on a 16-week term. Classes are three days a week for 2 hours a day. Day and evening classes are offered on Monday, Tuesday and Wednesday. Registration is first come, first served.

**Civics/ Citizenship Classes:** Civics/Citizenship classes are intended to prepare students to complete the oral and written sections of the N-400 and USCIS interview. Classes run on a 16-week term and are taught on Tuesdays and Thursdays for 3 hours, or on Saturdays for 4 hours. Registration is first come, first served.

**Naturalization Services:** Assistance with completion of the N-400 application for naturalization as well as family petitions are provided by appointment by BIA certified staff.

**Citizenship Legal Clinic:** Massachusetts Bar Certified Immigration attorneys provide legal assistance on civil and minor criminal issues affecting a client's ability to complete the naturalization process. Legal services are provided pro-bono and cases are reviewed by appointment only.

**Computer Labs:** The Quintana Center is equipped with two state-of-the-art computer labs for class and student use. Students interested in using computer labs outside of class time must request access from Quintana Center staff.

**\*ORI funded services:** provide citizenship support to eligible refugees and immigrants and financial literacy training.

## Lowell Public Schools

155 Merrimack St., Lowell, MA 01852  
978-674-2109

Phala Chea  
pchea@lowell.k12.ma.us

Hours of Operation: Monday – Friday 8 a.m. – 4 p.m.  
Website: [www.Lowell.k12.ma.us](http://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.

**\*ORI funded services** provide social services to eligible refugees and 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](http://www.maps-inc.org)  
Population served: Brazilians, Cape Verdeans, Portuguese, and other Refugees & Immigrants  
Languages Spoken by Staff: Cape Verdean Creole, Portuguese and Spanish  
Locations: MAPS has offices in Brighton, Cambridge, Dorchester, Lowell, Framingham and Somerville.

**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 and financial literacy training to refugees and immigrants.

## Massachusetts Immigrant and Refugee Advocacy Coalition

105 Chauncy St., Suite 901, 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

**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 eligible refugees and immigrants.

## MassHealth

100 Hancock St., 8<sup>th</sup> Floor, Quincy, MA 02171  
617-847-1246

Cynthia Cheek  
617-847-1246  
Cynthia.cheek@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.

## Merrimack Valley Immigrant and Education Center

439 S. Union St., BLD 2, Basement, Lawrence MA 01843  
978-683-7316

Judy Chmielecki  
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: Refugees and immigrants  
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 eligible refugees and immigrants.

## Mount Olives Community Center, Inc.

1283 Hyde Park Ave, Hyde Park, MA 02136  
617-721-8948  
mocc@moliveschurch.org

Joel Piton, Executive Director  
617-721-8948  
jpiton6@gmail.com

Hours of Operation: Monday – Friday 3:00 – 9:00PM  
Saturday 10:00AM – 4:00PM  
Website: <https://www.mountoliveschurch.org/mocc-info>  
Population served: Haitians, Caribbean, and Others including– Men, Women, Children, Youth, Families, and refugees & immigrants  
Languages Spoken by Staff: Haitian Creole, French, and English

**Afterschool and Tutoring Program:** Assisting children and youth by providing homework help, math and science tutoring, and social-emotional skills development.

**Music Lessons:** Granting opportunities for people of all ages to learn how to read and write music, as well as learn to play instruments.

**Literacy Educational Programming:** Assisting individuals with basic computer skills, reading and writing skills, and basic English language proficiency.

**Social and Emotional Support Programming:** Provide culturally responsive support services to Haitian individuals, couples, families, and groups across the lifespan by bilingual and bicultural providers. Services include but not limited to: counseling, parent education, system navigation, youth mentoring and leadership development, elder care management, and caregiver support.

**Boston Public School (BPS) – English Learner Parent Education Program:** A contract with BPS that promotes educational involvement and assist in further developing advocacy skills of English Learner

parents/guardians by partnering with local culturally and linguistically diverse community-based organizations.

**Volunteer, Internship, and Professional Mentorship Program:** Provides opportunities for volunteers, interns, and those seeking supervision and mentorship who are interested in pursuing human services professions in their future.

**\*ORI funded services:** provide financial literacy training to refugees and immigrants.

## Multicultural Resource Center of Massachusetts, Inc.

425 Union St., Level B, West Springfield, MA 01089  
413-726-1352

Natalia Shtrom  
mrc.shtromn@gmail.com  
413-885-3753

Hours of Operation:	Monday – Friday 9:00 a.m. – 5 p.m.
Website:	<a href="http://www.mrcmass.org">www.mrcmass.org</a>
Population served:	Bhutanese, Iraqis, Moldavians, Ukrainians, Somalis, Syrians, and other refugees & immigrants
Languages Spoken by Staff:	Ukrainian, Russian and Turkish.

MRC assists refugees and immigrants with adaptation process after migration and facilitates their successful engagement into new system and environment, helping them to overcome socio-economic, cultural, and linguistic barriers while preserving their cultural heritage.

**General Services:** Citizenship Education, Social adjustment services, Case Management support, Elderly Services, Health Services, Language support at schools, Translation/ Interpretation, Cultural Events.

**Path to Employment:** program aimed to improve job search related skills and employment preparedness, for refugees and other eligible immigrants of West Springfield by providing computer classes focused on addressing barriers to a successful search of employment on the Internet, Resume/Cover Letter preparation, Interview preparation.

**Legal assistance:** Offers free and low-cost services to complete immigration applications and petitions, including citizenship applications, family-based petitions, and green card applications.

**Volunteer and Internship:** MRC provides opportunities for volunteers and interns interested in pursuing human services professions focused on immigrant community.

**\*ORI funded services** provide services to eligible refugees and immigrants such as case management, employment services, social services, and citizenship support. Programs include PEERS and RCS.

## New American Association of Massachusetts, Inc.

330 Lynnway, Suite 302, Lynn, MA 01901  
781-593-0100 Ext 18

Natasha Soolkin  
nsoolkin@naamass.org

Hours of Operation: Monday – Friday 9:30 a.m. – 6:30 p.m.  
Website: [www.naamass.org](http://www.naamass.org)  
Population served: Afghans, Burmese, Bhutanese, Eritreans, Iraqis, and other Refugees & Immigrants  
Languages Spoken by Staff: Arabic, French, Hebrew, Russian and Spanish.

**English as a Second Language/ English-to-Work program:** The program teaches English language, skills for everyday life and work situations. The classes integrate listening, speaking, reading, and writing skills. Grammar and vocabulary are also taught. Basic Math classes are offered on a needed basis. Levels: Low to Intermediate . Enrollment is open year-round. Skills trainings, Financial Literacy, Basic Computer training, Customer Service, Home Health Aide Training, Culinary Training, Medical Interpreting Training. Trainings are offered yearly based on client's interests and requests.

**Employment Services:** Help those with barriers to employment, access the services and support needed to become employed and attain economic self-sufficiency. Services offered include: skills/language/qualification assessments, employment goals, job search/job application assistance, resume development, interview preparation, employers outreach, computer training, job placement, workplace orientation, job coaching. Job placement services, hospitality, manufacturing, retail merchandising, food processing, transportation and health care.

**Case Management:** help refugees and immigrants overcome barriers to successful integration: help to access various main-stream program and services available to them in the community, such as social benefits, financial services, health and behavioral health services; educate new immigrants on how to access these services independently and navigate the infrastructure of their surroundings; organize activities to contribute to clients' social adjustment and community integration such as their involvement in the volunteering services as well as local community events.

**Citizenship Program:** NAAM has an extensive track record in providing citizenship preparation counseling and assisting legal permanent residents to become fully engaged citizens. Services provided include 4 cycles of 10 weeks ESOL/Civics Classes, assistance with citizenship forms N-400 and N-648, assistance with Fee Waiver requests, one-on-one tutorials prior to citizenship interview; information and referrals; advocacy efforts, translating and notarizing documents, and other support services.

**Immigration Services:** Green Card Application assistance, assistance with various immigration applications through accredited BIA representatives, Immigration clinic, referrals to Immigration Attorneys. NAAM is recognized by the Board of Immigration Appeals to provide Immigration Legal Services.

**Services for Youth and Children:** After-School program – Monday-Thursday 3-5PM, for elementary, middle and high school students enrolled in Lynn Public Schools, with drop-in format attendance and enrollment for homework, project and study help and tutoring; computer lab is available for student use for research, projects and practice, scholarship, college and job application assistance.

**\*ORI funded services** provide case management to eligible refugees and immigrants such as employment services, social services, and citizen support. Programs include CNAP, CRES, ELT-I, FLN, PEERS, RHPP, RSI, RYM and YAS.

## Project Citizenship

4 Faneuil South Market Building, 3rd floor, Boston, MA 02109  
(617) 694-5949  
info@projectcitizenship.org

Melanie Torres  
(617) 694-5949  
mtorres@projectcitizenship.org

Hours of Operation: Monday – Friday 9:30 a.m. – 5 p.m.  
Website: www.projectcitizenship.org  
Population Served: Legal Permanent Residents  
Languages Spoken by Staff: Arabic, French, Haitian Creole and Spanish

Project Citizenship seeks to increase the naturalization rate in Massachusetts and beyond. We are a nonprofit agency that provides free, high quality legal services to permanent residents to help them become U.S citizens. Project Citizenship offers free workshops, eligibility screening, application assistance, legal referrals and all materials needed to apply for U.S. citizenship.

**\*ORI funded services** provide citizenship support to eligible refugees and immigrants.

## Refugee & Immigrant Assistance Center – Boston Site

253 Roxbury St., Boston, MA 02119  
617-238-7143

Mariam Gas  
Mgas@riacboston.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: www.riacboston.org  
Population served: Afghans, Burmese, Congolese, Syrians, Ethiopian Iraqis, and other Refugees & Immigrants  
Languages Spoken by Staff: Arabic, Farsi, French, Krio, Somali and Swahili

**Community Support Program:** The program works in the community with refugees and immigrants helping them access needed health care, mental health and day-to-day task.

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

**Community Counseling:** Community-based mental health and social support created to serve the unique needs of refugees and immigrants.

**Domestic Violence Prevention & Education:** The purpose is to empower, 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 classes for adults who speak at a high, beginner or intermediate level or English.

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

**\*ORI funded services** provide case management to eligible refugees and immigrants. Programs include CNAP, RCM, RCS, RSI and YAS.

### Refugee & Immigrant Assistance Center – Lynn Site

30 Lynnway, Lynn Ma 01901  
(Inside the New American Center)  
617-238-2430

Mariam Gas  
mgas@riacboston.org  
617-238-7143

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

**Social Services:** Post resettlement services that help individuals and families with referrals and interpretation, application for naturalization, citizenship classes, naturalization interview preparation as well as outreach and community engagement.

**Community Supports Program:** The program works in the community with refugees and immigrants helping them access needed health care, mental health and day-to-day task.

**\*ORI funded services** provide case management and social services to eligible refugees and immigrants. Programs include RCS.

### Refugee & Immigrant Assistance Center – Worcester Site

340 Main St., #804, Worcester, MA 01608  
508-756-7557

Mariam Gas  
Mgas@riacboston.org

Hours of Operation: Monday – Friday 9 a.m. – 5 p.m.  
Website: [www.riacboston.org](http://www.riacboston.org)  
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 eligible refugees and immigrants including RCM and RCS programs.

## Somali Development Center

10 Malcolm X Blvd. 2<sup>nd</sup> Floor, Roxbury, MA 02119  
617-522-0700

Abdi Yusuf  
sdcbboston@yahoo.com  
Abdi@sdcbboston.org

Hours of Operation: Monday – Thursday 9 a.m. – 5 p.m.  
Website: [www.sdcbboston.org](http://www.sdcbboston.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):** 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, ESOL & Civics classes for adult/parent students ranging in age from 18 - 65 years of age. Many of beginner students are not literate in either English or their native 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 eligible refugees and immigrants such as social services and citizen support. Programs include RCS, RHPP and YAS.

## Southern Sudanese Solidarity Organization

330 Lynnway, Suite 302, Lynn, MA 01901  
781-593-0100

James L Modi  
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 determined 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 works with clients to produce organic vegetables in raised beds. They use the produce for their consumption and sell surplus locally in the community. These raised beds act as forum for sharing adjustment information among clients.

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

## The Literacy Center

80 N. Main Street, Attleboro, MA 02703  
508-226-3603  
webmaster@theliteracycenter.com

Amanda Blount  
ablount@theliteracycenter.com

Hours of Operation: Monday – Thurs 8:30 a.m. – 8 p.m.  
Friday 8:30 a.m. – 12 p.m.  
Saturday 9 a.m. – 12 p.m.  
Website: www.theliteracycenter.com  
Population served: Refugees & Immigrants; Adults ages 18+  
Languages Spoken by Staff: English, Spanish

**English as Second Language (ESOL) Classes:** Classes offered daytime, evenings, and on Saturdays. Classes are free. All levels welcome. This program is taught by trained teaching staff and volunteer tutors.

**Adult Education & High School Equivalency:** This program prepares people to take the GED or HiSET exam to gain high school equivalency. This program is offered in the afternoon and evenings.

**Citizenship Exam Preparation:** This program is free of charge and assists individuals in preparing to take the U.S. Citizenship exam. This program is taught by experienced volunteers with oversight by the Education Counselor.

**Career Counseling:** Helps prepare individuals to search for jobs and identify career pathways. Assists with services that include: job search online, resume writing and one-on-one interview preparation.

**Computer Literacy:** Classes cover beginner and advanced computing using desktop, touch screen computers and iPads. Classes are offered in the daytime and evening. These classes are low-cost and fees can be waived for individuals with financial hardship.

**Financial Literacy:** Workshops in partnership with ORI to prepare and support individuals for financial self-sufficiency.

**Volunteer and Internship Program:** Provides opportunities for volunteers and interns interested in supporting the mission and work of the organization.

**\*ORI funded services:** provide financial literacy training to refugees and immigrants.

**West Springfield Public Schools**

26 Central St., West Springfield 01089  
413-495-1750

Michael Richard, Superintendent of Schools  
Sharlene DeSteph, Desteph@wsps.org

Hours of Operation:

Elementary Schools 8:05 a.m. – 3:05 p.m.  
Middle School 7:35 a.m. – 2:35 p.m., H.S. 7:05 a.m. – 2:05 p.m.

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

Population served: Nepalese, Russian 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 for five weeks each summer and is open to all ELL students grades k-12.

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

## EOHHS State Agencies

Executive Office of Health & Human Services

One Ashburton Place, 11th Floor, Boston, MA 02108

Marylou Sudders – Secretary

Phone: 617-573-1800

<b>DCF</b>	Department of Children & Families 600 Washington St., Boston, MA 02111	Linda S. Spears – Commissioner Phone: 617-748-2000
<b>DMH</b>	Department of Mental Health 25 Staniford St., Boston, MA 02114	Joan Mikula– Commissioner Phone: 617-626-8000
<b>DPH</b>	Department of Public Health 250 Washington St., Boston, MA 02108	Dr. Monica Bharel– Commissioner Phone: 617-624-6000
<b>DTA</b>	Department of Transitional Assistance 600 Washington St., Boston, MA 02111	Amy Kershaw – Commissioner Phone: 617-348-8500
<b>VET</b>	Executive Office of Veterans’ Services 600 Washington St., Boston, MA 02111	Francisco Urena–Secretary Phone: 617-210-5480
<b>DYS</b>	Department of Youth Services 600 Washington St., Boston, MA 02111	Peter Forbes – Commissioner Phone: 617-727-7575
<b>EOEA</b>	Executive Office of Elder Affairs One Ashburton Place, Boston, MA 02108	Elizabeth C. Chen – Secretary Phone: 617-727-7750
<b>MCB</b>	Massachusetts Commission for the Blind 600 Washington St. Boston, MA 02111	David D’Arcangelo – Commissioner Phone: 617-727-5550
<b>MCDHH</b>	Massachusetts Commission for the Deaf & Hard of Hearing, 600 Washington St., Boston, MA 02111	Steven A. Florio – Commissioner Phone: 617-740-1700 TTY
<b>MRC</b>	Massachusetts Rehabilitation Commission 600 Washington St., Boston, MA 02111	Toni A. Wolf– Commissioner Phone: 617-204-3600
<b>MassHealth</b>	Office of Medicaid (MassHealth) One Ashburton Place, Boston, MA 02108	Dan Tsai – Assistant Secretary for MassHealth Phone: 617-573-1770
<b>ORI</b>	Office for Refugees & Immigrants 600 Washington St., Boston, MA 02111	Mary Truong - Executive Director Phone: 617-727-7888

THANKYOU! شكراً

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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)***



***@ORIMassState***